
Customer Service System (CSS) Web Application User's Manual

Customer Service System (CSS) Web Application User's Manual

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Introduction

The HHSDC has provided a VM Service Offering for almost twenty years. This service offering included a platform for interactive applications such as the Customer Service System (CSS). In recent years, however, the demand for VM services has declined to the point where it is no longer cost effective. The VM system was decommissioned 6/30/03, and a new interim CSS Web application was created. The new interim CSS Web application was designed to minimize customer impact and mirror the current CSS. Any changes between the applications are due to the difference in the two environments.

The CSS is an integral part of our process to provide services to our internal and external customers and provide a mechanism to better control our cost center expenditures.

Many departments/divisions use the CSS specific to their area. Therefore, these instructions should not replace any departmental procedures. These instructions are not all inclusive of what the complete application contains. However, it is meant to help the user understand the basics of how the interim Web application differs from that of VM.

Getting Started from the Customer Side

In order to start using the CSS web, there are two CSS roles need to be defined within your organization. The two roles are the Customer Request Coordinator role and the Authorizer role. All of the other roles within CSS are considered optional. In order to establish the Customer Request Coordinator and Authorizer role, a request for a user id needs to be submitted along with a description of what role you would like. This description can be placed in the comments field of the request for a user id form. If you are requesting the Authorization role, you will also need to fill out, sign, and fax or mail the CSS Authorization form to Customer Services. You will be notified once you receive your requested role. The Authorization form may be downloaded at:

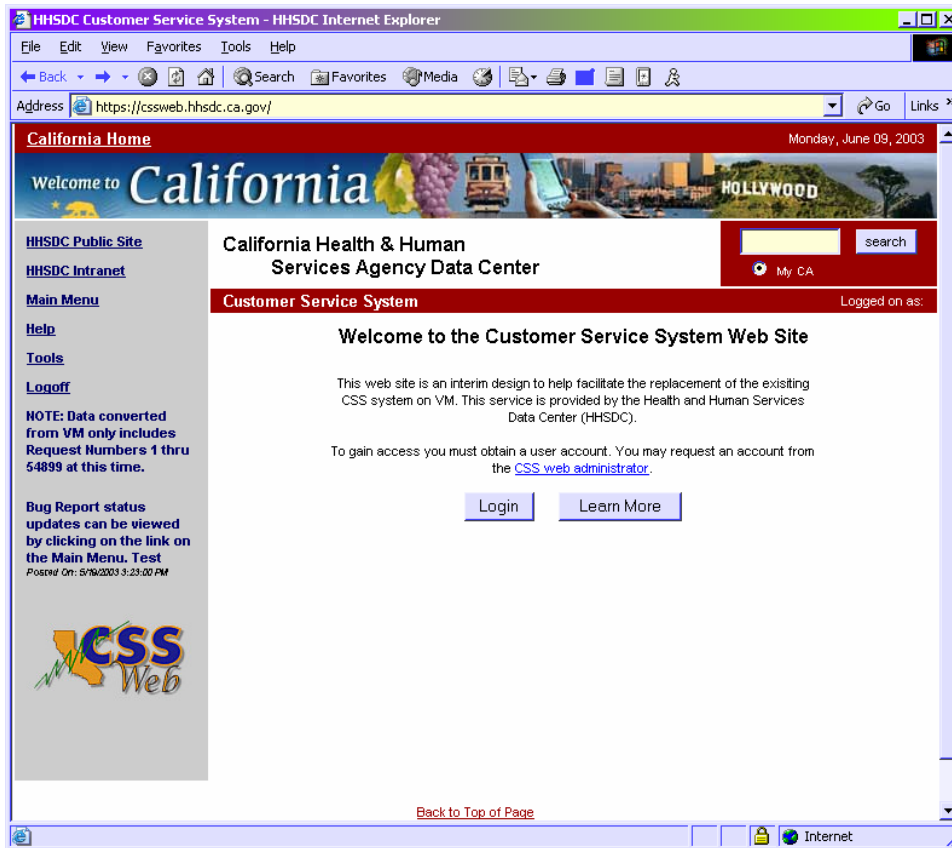
<http://intranet.cahwnet.gov/overview/cr/custguide/custguide.htm>

under CSS Authorization form in the Customer Guide.

Accessing CSS Web

Accessible on the Internet, the CSS Web application may be launched by pointing your browser to the following URL: <https://cssweb.hhsdc.ca.gov>

After accessing this link, the CSS Web Welcome screen will display as seen below.



If you do not have a CSS Web account, click on the link for the **CSS Web Administrator** (see next page for further instructions).

The below screen will open a request for a new user account.

- Fill in the appropriate information in the required fields.
- When complete, click the **Submit Request** button.

CssWeb - User Login Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail News RSS Feeds

Address https://cssweb.hhsdc.ca.gov/login/access_request.asp Go Links

California Home Monday, June 09, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
HHSDC Intranet
Main Menu
Help
Tools
Logout

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

CssWeb - User Login Request Logged on as:

To request access to the HHSDC CssWeb site please fill in and submit the requested information below.

First Name:*
Last Name:*
Organization:* ABC -DEPT OF ALCOHOLIC BEVERAGE CONTROL
Email:*
Work Phone:* Ext:
Department:
Position:
Fax: Ext:
ATSS: Ext:
CalNet: Ext:
Any Additional comments or information:
Submit Request * Required

It will take no more than one business day to complete your request for a user code and password. The CSS Web Administrator will notify you by email of your user code and password when your account has been activated. If you have not received notification within one day, please call (916) 739-7225 for assistance.

Logging In

The screen below will display next.

- Enter your User Code and Password.
- Click the **Login** button. If you do not have a user account, you may request one from this screen as well as from the main log on page (see page 2).
- Forgotten your user code or password? You may request a reminder by clicking on the **Forgot my Logon/Password**. An email will be sent to your email address with the correct information.

Customer Service System - Main Menu - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Address

Address <https://cssweb.hhsdc.ca.gov/cssmain.asp> Go Links >>

California Home Monday, June 09, 2003

Welcome to **California** HOLLYWOOD

[HHSDC Public Site](#)
[HHSDC Intranet](#)
[Main Menu](#)
[Help](#)
[Tools](#)
[Logoff](#)

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

Customer Service System - Main Menu

Logged on as:

Login

UserCode:

Password:

Login

Forgot My Logon/Password

Request a User Account

[Back to Top of Page](#)

Done Internet

If this is the first time you have logged in to the system, the below screen will open. You must complete the required fields in the screen that opens before you can move forward in the system.

CssWeb - User Account Information - HHSDC Internet Explorer

Address: <https://cssweb.hhsdc.ca.gov/login/MyLoginUser.asp?rectype=Edit>

California Home Monday, June 09, 2003

Welcome to **California**

HHSDC Public Site
HHSDC Intranet
Main Menu
Help
Tools
Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

CssWeb - User Account Information Logged on as: ebenis

User Code: ebenis
User Name: Benis, Elaine
Password: [REDACTED] Required
Email: ebenis@dut.ca.gov Required
Organization: DUT
Department: Self Help
Position: The girl
Work Phone: (916) 555-4444 Ext: [REDACTED] required
Fax: [REDACTED] Ext: [REDACTED]
ATSS: [REDACTED] Ext: [REDACTED]
CalNet: [REDACTED] Ext: [REDACTED]
Pager: [REDACTED] Instructions (Y/N/C) [REDACTED]
Additional Info: [REDACTED]
Expiration Date: Never

Update

This screen will request information such as the user phone number, email, etc. Once this screen is completed, it will no longer automatically appear. However, a user can update their information by requesting the screen from the **Tools** link located on the left-hand side menu.

The below screen will pop up when you click the **Update** button verifying changes you have made to your profile. Click on **Main Menu** from the menu on the left to advance in the system.

CssWeb - User Account Information - HHSDC Internet Explorer

Address: <https://cssweb.hhsdc.ca.gov/login/MyLoginUser.asp?rectype=Edit>

California Home Monday, June 09, 2003

Welcome to **California**

HHSDC Public Site
HHSDC Intranet
Main Menu
Help
Tools
Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

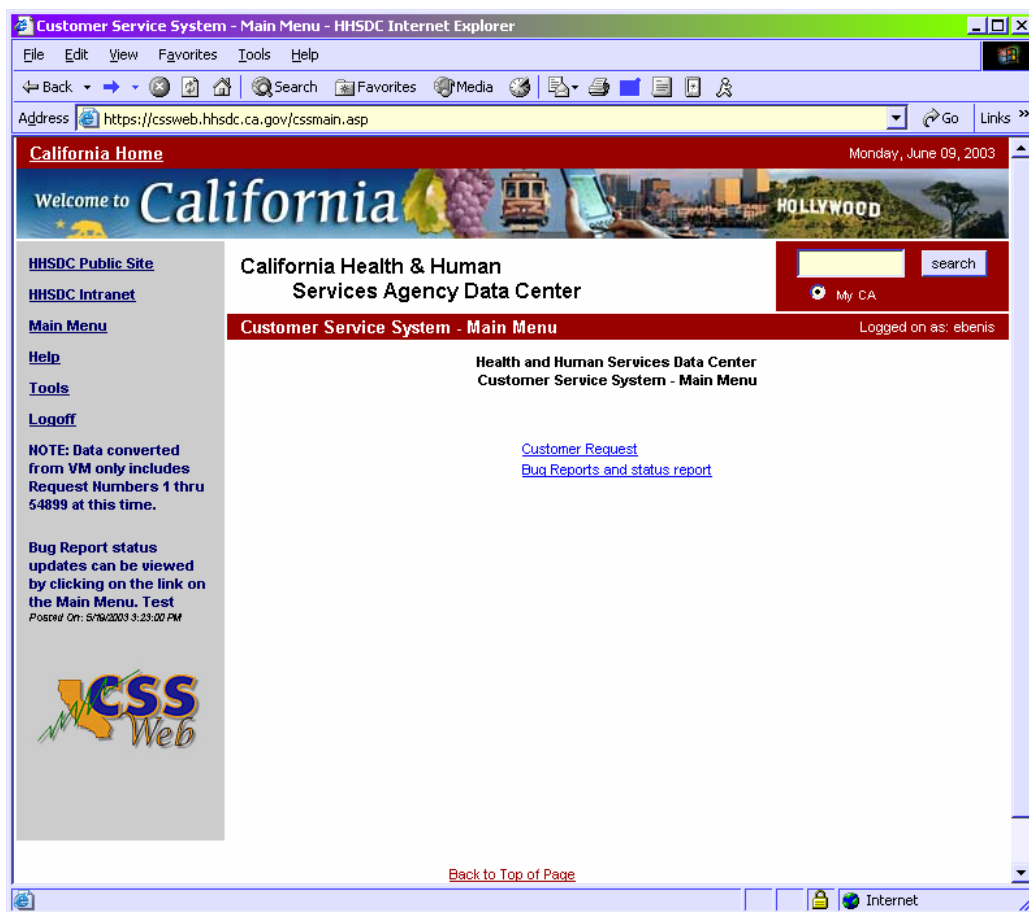
California Health & Human Services Agency Data Center

CssWeb - User Account Information Logged on as: ebenis

Your personal account information has been successfully updated.

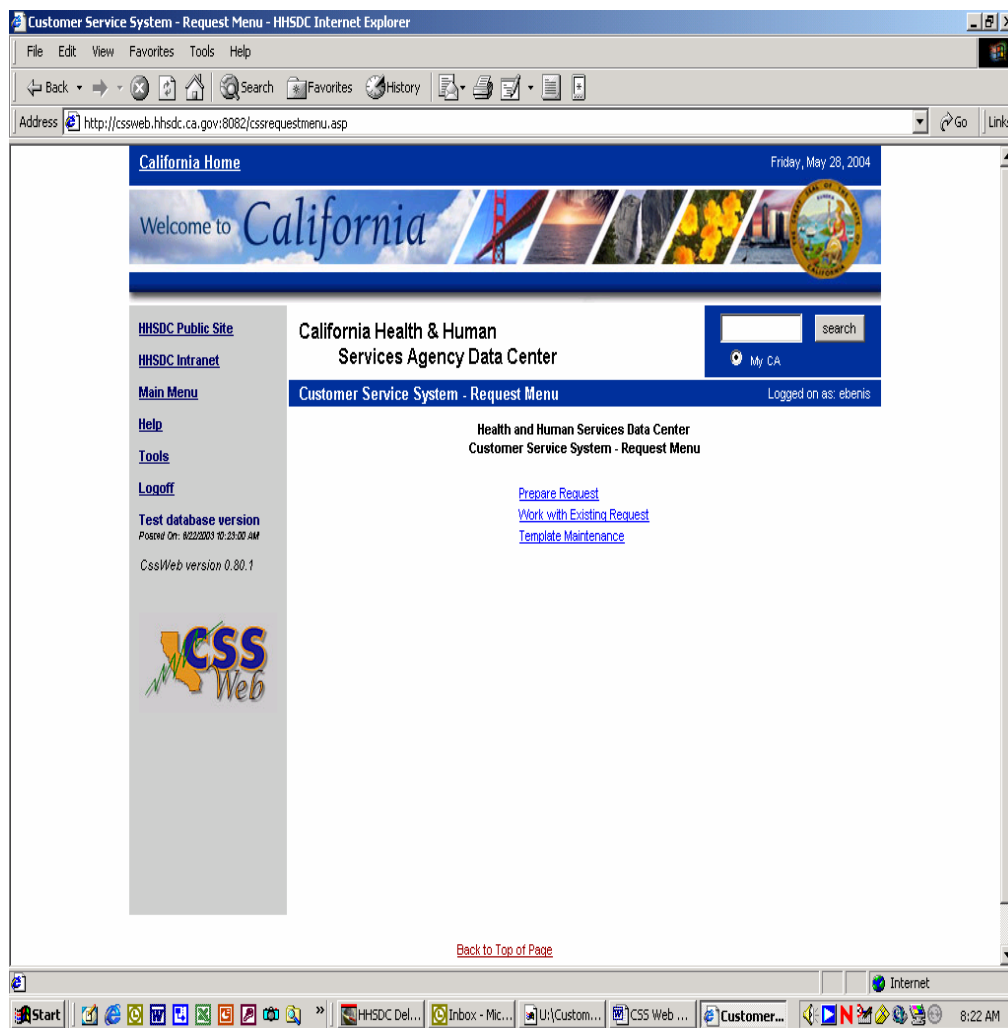
[Back to Top of Page](#)

Once you have successfully logged in to the system, the following screen will appear. Select a function.

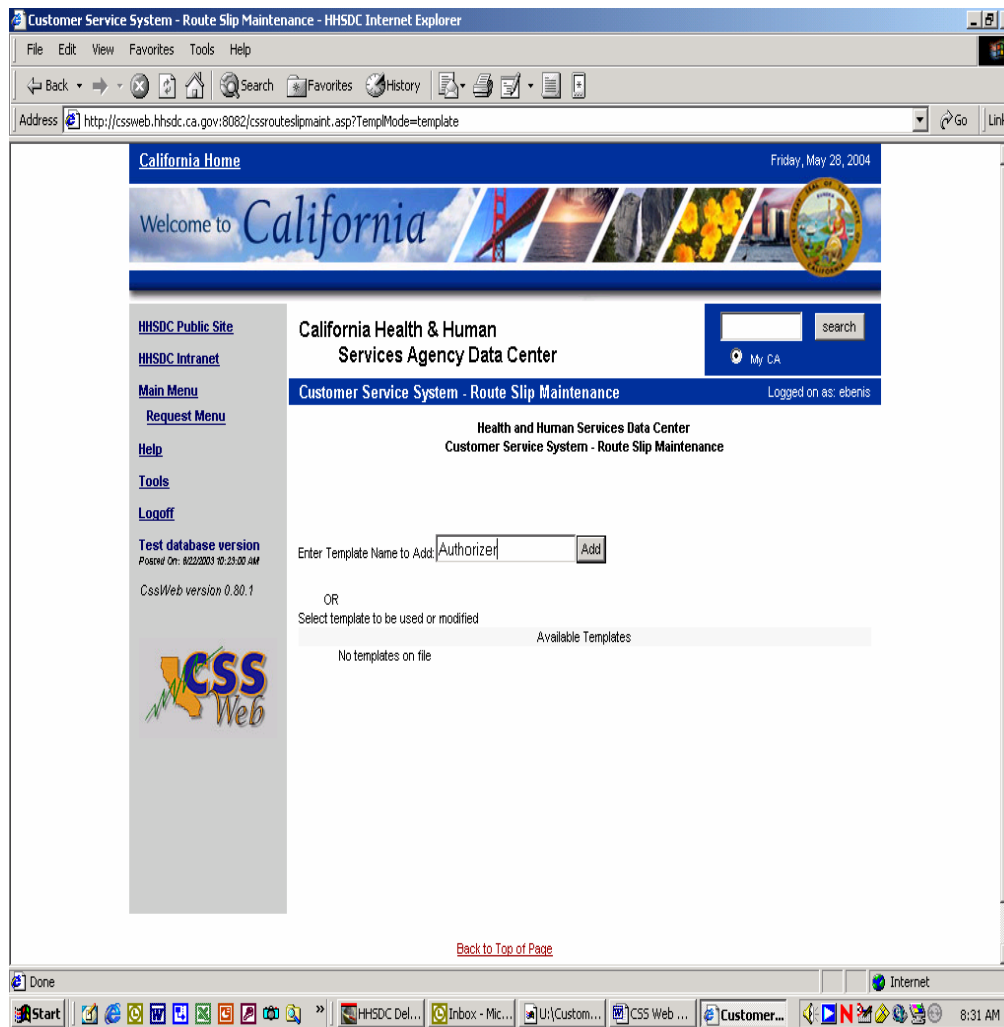


Note: the application will time-out and require you to log on again with 15 minutes of inactivity.

This screen will appear next if the **Customer Request** function was selected.



If you click Template Maintenance, it will bring you to the screen below.



The screen below allows you to fill in the appropriate information for your new template.

Customer Service System - Route Slip Maintenance - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print Copy Paste

Address http://cssweb.hhsdc.ca.gov:8082/cssrouteslipmaint.asp?TempMode=template Go Links

California Home Friday, May 28, 2004

Welcome to California

HHSDC Public Site
HHSDC Intranet
Main Menu
Request Menu
Help
Tools
Logoff

Test database version
Posted On: 8/22/2003 10:23:00 AM
CssWeb version 0.80.1

California Health & Human
Services Agency Data Center

Customer Service System - Route Slip Maintenance

Logged on as: ebenis

Health and Human Services Data Center
Customer Service System - Route Slip Maintenance

Route Slip for Template: Authorizer

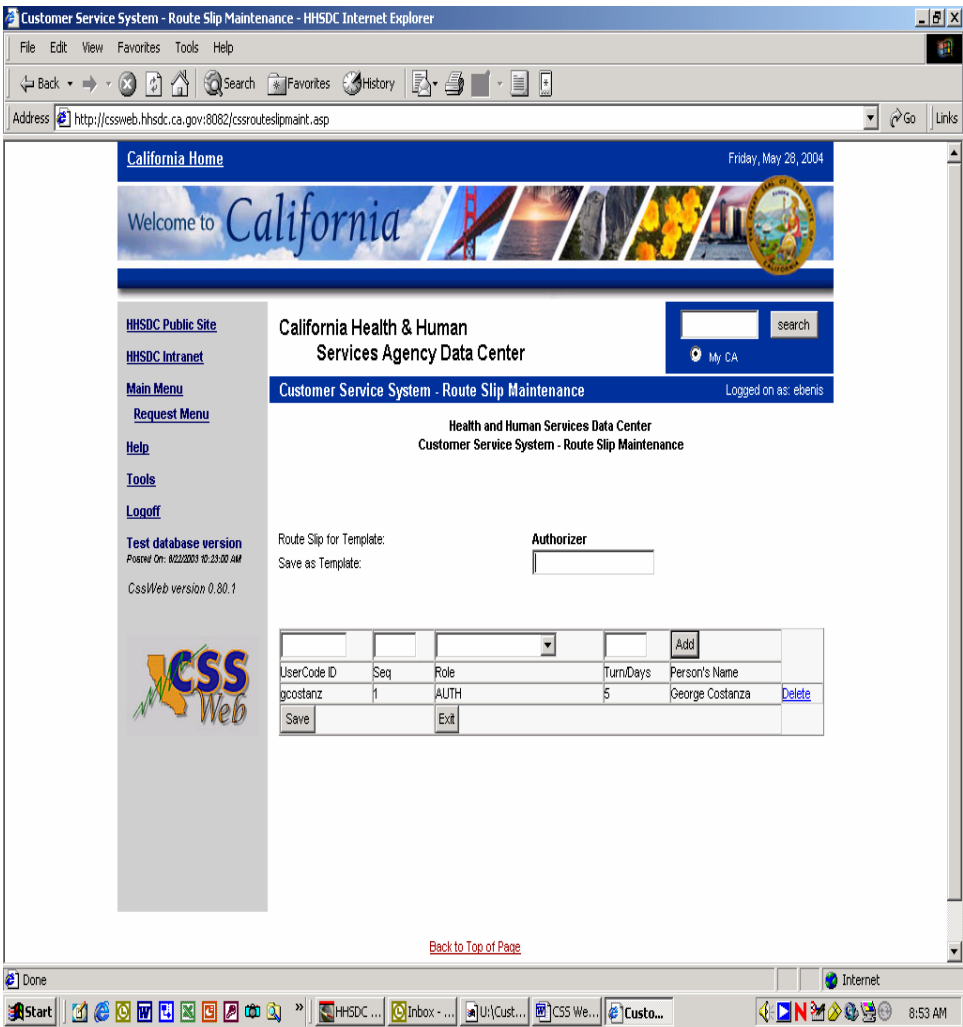
Save as Template:

gcostanz	1	Authorizer	2	Add
UserCode ID	Seq	Role	Turn/Days	Person's Name
Save		Exit		

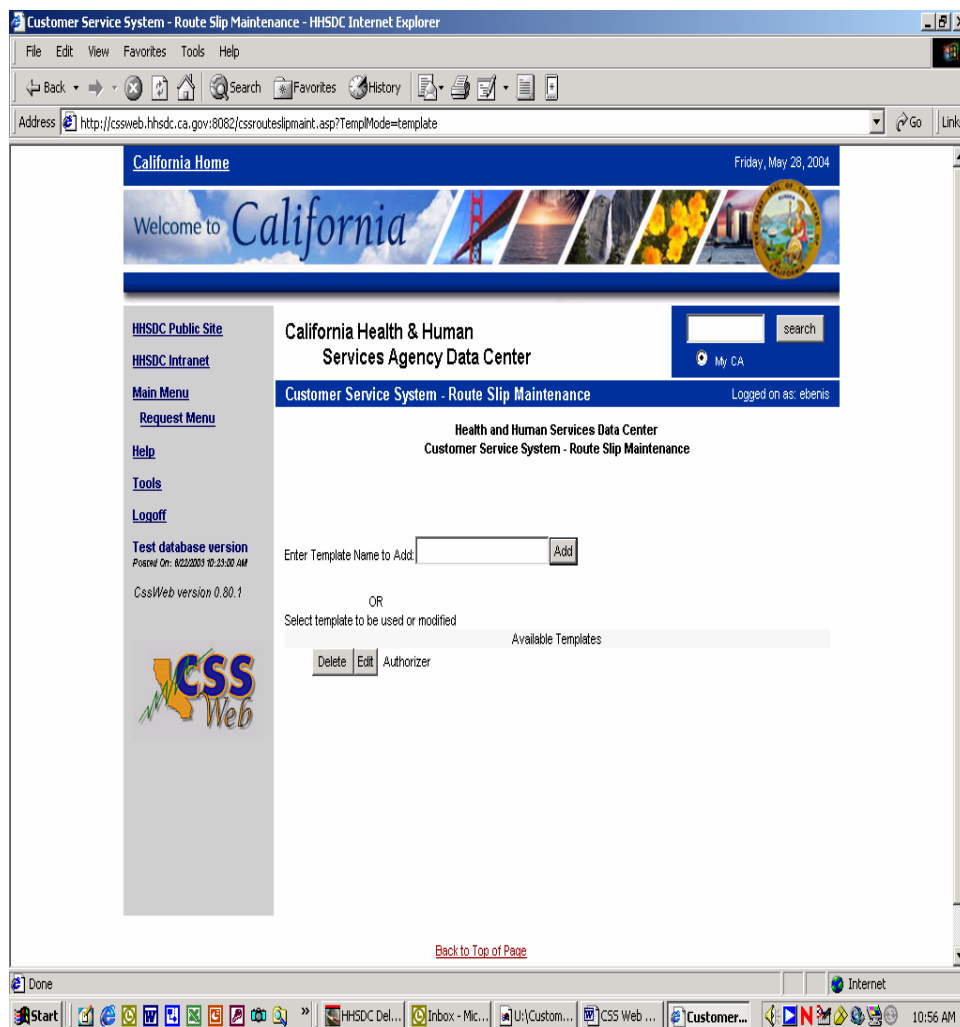
Back to Top of Page

Start Internet 8:46 AM

When you click the add button, the following screen will appear.



Once the template has been saved, this screen will appear.



In order to get back to the work with existing request, you will need to click main menu, customer request, and then work with existing request.

Work with Existing Request

If you need to work with an existing request, there are several ways to search for requests that have previously been submitted.

- Search for a request by entering the request number in the **Request Number** field and click the **Search** button.
- Select your department from the drop down list and click **Search**.
- Type "me" in the **User ID** field and then click **Search**, this will bring up all of the requests that you are currently working on.
- Enter the appropriate information into any of the fields and click **Search**. You may sort by any combination of these fields.
- In order to customize your search, you will need to click the format and sort options.

Any one of the above selections will open a new window with all of the existing requests for your particular search.

The screenshot shows a web browser window titled "Customer Request System - Search Request - HHSDC Internet Explorer". The address bar shows the URL "https://cssweb.hhscd.ca.gov/csssearch.asp". The page content is divided into a left sidebar and a main search area.

Left Sidebar:

- hhsdc intranet**
- Main Menu**
 - [Request Menu](#)
 - [Search Menu](#)
 - [Format Options](#)
 - [Sort Options](#)
- Help**
- Tools**
- Logoff**
- CssWeb Production**
- New features:**
 - search output format/sort,
 - new search options: Title & Account Code.
- Bug Report status**
 - updates can be viewed by clicking on one of the two links from the Main Menu
 - Posted On: 3/3/2004 2:20:00 PM
 - CssWeb version 0.80.1

Logo: CSS Web

Top Bar: Services Agency Data Center, My CA, Logged on as: SRUPDATE

Search Menu:

Request Number: [text box] THRU [text box]
Customer Organization: [dropdown]
Request Status: [dropdown]
Title: [text box]
Account Code: [text box]
Purchase Order Number: [text box]
Customer Request Number: [text box] THRU [text box]
Customer Keyword: [text box]
Service Project Number: [text box] THRU [text box]
NPDS/Voice Serv Cat: [text box]
User ID: [text box]
Assignment Due Date: [text box] (Due on or before...)
Creation Date: [text box] THRU [text box]
Submission Date: [text box] THRU [text box]
Est. Available Date: [text box] (Avail on or before...)
Act. Available Date: [text box] THRU [text box]
Closure Date: [text box] THRU [text box]
Mark to include requests in CLOSED and CANCEL status: ☐

Output Format/Sort Selection:
Use Output Format: [System Default] Using Sort: [System Default]
[Search]

In order to format your search, click format options. This will bring you to the page below.

Customer Service System - Search Format Menu - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print


Address <https://cssweb.hhcdc.ca.gov/csssearchformat.asp> Go Links

[Help](#)
[Tools](#)
[Logout](#)

CssWeb Production

New features:
search output
format/sort,
new search options: Title
& Account Code.

Bug Report status
updates can be viewed
by clicking on one of the
two links from the Main
Menu
Posted On: 3/3/2004 2:32:00 PM
CssWeb version 0.80.1



Save criteria as:

Use this format criteria as my default format ☐

Display search results without the navigation template ☐
(blank screen for wider report, but no menu options)

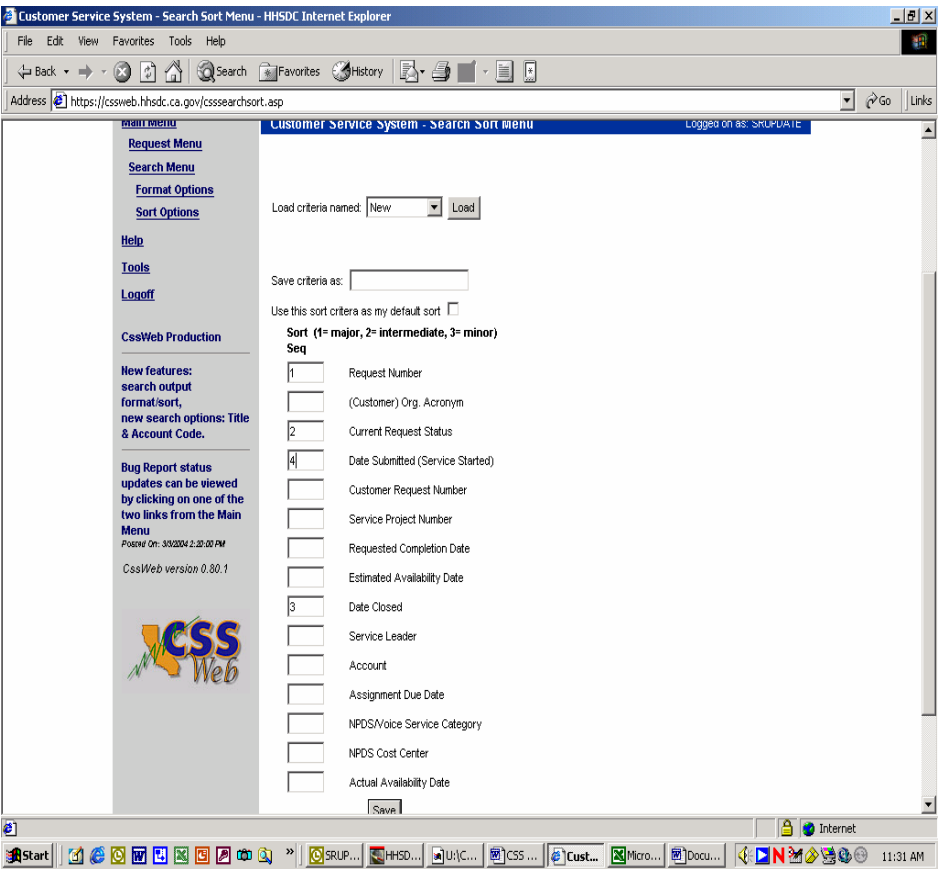
Assign a sequence number to the fields you wish to see (1=far left, etc.)

Seq	Field	Len	Seq	Field	Len
<input type="checkbox"/> 1	Req. No.	9	<input type="checkbox"/>	NPDS Cost Center	9
<input type="checkbox"/>	Date Req. Created	8	<input type="checkbox"/> 3	Service Units	10
<input type="checkbox"/> 2	Request Title	40	<input type="checkbox"/>	Reason Cert not Req	16
<input type="checkbox"/>	Req. Status	8	<input type="checkbox"/>	Authorization Type	8
<input type="checkbox"/>	Requestor	30	<input type="checkbox"/>	Date Approved	8
<input type="checkbox"/>	Requestor Phone	14	<input type="checkbox"/>	Requested Completion Dt	10
<input type="checkbox"/>	Cust PO Number(s)	26	<input type="checkbox"/> 4	Date Req. Submitted	8
<input type="checkbox"/>	Cust. Org. Acronym	6	<input type="checkbox"/>	Assignment Due Date	9
<input type="checkbox"/>	Account	10	<input type="checkbox"/>	Estimated Avail. Date	9
<input type="checkbox"/>	Budget Amt.	12	<input type="checkbox"/>	Estimated Cost	12
<input type="checkbox"/>	Cust. Req. No.	15	<input type="checkbox"/>	Actual Cost	12
<input type="checkbox"/>	Customer Keyword(s)	26	<input type="checkbox"/>	Source of Funds	8
<input type="checkbox"/>	Serv. Proj. No.	15	<input type="checkbox"/>	Service Leader	8
<input type="checkbox"/>	Serv PO Number(s)	38	<input type="checkbox"/>	Actual Avail. Date	9
<input type="checkbox"/>	NPDS/Voice Serv Cat	9	<input type="checkbox"/>	Date Closed	9

Save

Start | HHSDC Delivere... | CSS Web Users... | Document2 - M... | Customer Ser... | 4:37 PM

Click sort options and it will bring you to this screen.



When you have completed and saved your customized sorts, you can use the sorts by clicking on the use output format and using sort option. Once you have selected your output options, you can now enter your search criteria in the fields above as you normally would. Then click the search button to see your search results displayed in your customized format.

Customer Request System - Search Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print View Source

Address: https://cssweb.hhsdc.ca.gov/csssearch.asp Go Links

Customer Request System - Search Request

Logged on as: SHUPATE

CUSTOMER REQUEST SYSTEM
Search Menu

Request Number THRU

Customer Organization

Request Status

Title

Account Code

Purchase Order Number

Customer Request Number THRU

Customer Keyword

Service Project Number THRU

NPDS/Voice Serv Cat

User ID

Assignment Due Date (Due on or before...)

Creation Date THRU

Submission Date THRU

Est. Available Date (Avail on or before...)

Act. Available Date THRU

Closure Date THRU

Mark to include request ☐ CANCEL status ☐

Output Format/Sort

Use Output Format: Using Sort:

Search

main menu
Request Menu
Search Menu
Format Options
Sort Options
Help
Tools
Logout
CssWeb Production
New features:
search output
format/sort,
new search options: Title
& Account Code.
Bug Report status
updates can be viewed
by clicking on one of the
two links from the Main
Menu
Printed On: 3/3/2004 2:30:00 PM
CssWeb version 0.80.1

System Default
CONVERSION
CURRENT
GaryTest
KEY WORDS
Natalie
Natalie Test
NORMAL

Start | Internet | 3:43 PM

Prepare Request Screen

For demonstration purposes, the **Prepare Request** option has been selected and the following screen will display. Notice that some fields have drop down boxes as shown on the data field named **Customer Organization**. In addition, some **Yes/No** fields may prompt additional fields for completion. This functionality has been added to decrease screen space if certain data is not required. Once the required fields are completed, select the appropriate button at the bottom of the screen.

Because of the complexity of this screen, the instructions have been split over two pages.

Note: If you do not complete the form correctly, you will receive a message in red at the top of the screen. This message will provide you with the items necessary for completion.

Customer Request System - Prepare Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail

Address <https://cssweb.hhsdc.ca.gov/csspreparerequest.asp?type=new> Go Links

California Home Wednesday, June 11, 2003

Welcome to California HOLLYWOOD

HHSDC Public Site
HHSDC Intranet
Main Menu
Help
Tools
Logout

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test Passed On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

Customer Request System - Prepare Request

Logged on as: mseinfel

CUSTOMER REQUEST SYSTEM
Prepare Request -- Header

Reason for no cert is required, or change "CERT" value

Number: 0 Request Status: New

Request Title: Seinfeld Web Enablement

Requestor Name: Seinfeld Morty

Requestor Phone Number: (916) 555-4444 Extension

Customer Organization: DUT-DEPARTMENT OF USER TESTING

Account Code: FT

Calstars? (Y/N): Yes No

DOF Requests Only? (Y/N): Yes No

Is Cert per SAM 4819.41 Required? (Y/N): Yes No Procurements for less than \$10,000

Search Keywords: Seinfeld Web project

Request Available Date: 6/4/2004 Budget Amount: \$10,000.00

Do you want to enter a reason for special priority? Yes No

Justify why this service request has special priority in this field.

*** HHSDC External Customers Only ***

Is this an internal request (not being sent to HWDG)? Yes No

Source of HWDG Funds- IAA Special Billing Instructions? Yes No

Enter special funding source or billing instructions in this field.

Customer PO(s)

Customer Requisition Number

Next Save and exit

Exit without saving

[Back to Top of Page](#)

Note: Further instructions for this screen are found on following page.

Customer Request System - Prepare Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address <https://cssweb.hhsdc.ca.gov/csspreparerequest.asp?type=new> Go Links

California Home Wednesday, June 11, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
HHSDC Intranet
Main Menu
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Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:25:00 PM

CSS Web

California Health & Human Services Agency Data Center

Customer Request System - Prepare Request

Logged on as: mseinfel

CUSTOMER REQUEST SYSTEM
Prepare Request -- Header

Reason for no cert is required, or change "CERT" value

Number: 0 Request Status: New

Request Title: Seinfeld Web Enablement

Requestor Name: Seinfeld Morty

Requestor Phone Number: (916) 555-4444 Extension:

Customer Organization: DUT-DEPARTMENT OF USER TESTING

Account Code: FT

Calstars? (Y/N) Yes ☐ No ☒

(DOF Requests Only)

Is Cert per SAM 4819.41 Required? (Y/N) Yes ☐ No ☒ Procurements for less than \$10,000

Search Keywords: Seinfeld Web project

Request Available Date: 6/4/2004 Budget Amount: \$10,000.00

Do you want to enter a reason for special priority? Yes ☐ No ☒

Justify why this service request has special priority in this field.

*** HHSDC External Customers Only ***

Is this an internal request (not being sent to HWDC)? Yes ☐ No ☒

Source of HWDC Funds- IAA ☐ Special ☒ Billing Instructions? Yes ☐ No ☒

Enter special funding source or billing instructions in this field.

Customer PO(s):

Customer Requisition Number:

Next Save and exit

Exit without saving

[Back to Top of Page](#)

Note: For purposes of this document, the Next button has been selected.

If you need to come back later to complete the request, click the **Save and exit button**. This will save the document and put you back at the main screen. Be sure to note the CSS number for later reference when searching for an existing request (see **Work with an Existing Request** on page 8).

Please...do not submit services requests containing any confidential information, such as IP addresses, user ids and passwords, etc. This information should be submitted to HHSDC in a confidential manner such as a phone call.

Narrative Screen

After clicking **Next** on the previous screen, the following will appear. This screen will allow the user to attach documentation to the service request and/or add a narrative. At least one of the three options must be completed. Unlike the old CSS system, the user can enter a narrative that goes beyond the length of the displayed box.

Customer Request System - Request Narrative - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail

Address <https://cssweb.hhsdc.ca.gov/cssnarrative.asp?ReqNo=55101&rectype=new> Go Links

California Home Wednesday, June 11, 2003

Welcome to California

HHSDC Public Site
HHSDC Intranet
Main Menu
Help
Tools
Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

California Health & Human Services Agency Data Center

Customer Request System - Request Narrative Logged on as: mseinfel

CUSTOMER REQUEST SYSTEM
Prepare Request -- Narrative

Request Number: 55101 Request Status: INCOMP
Request Title: Seinfeld Web Enablement Project

Enter a short narrative here:
Enter text here to describe the project or upload the documentation by selecting YES below at the "Is there additional Hardcopy Documentation". You will be prompted to Browse for the file you want to add, select it, click OK and click Upload File.

Are there any Online Documents:
File Attachment (upload below) Yes ☐ No ☒
Online Form Yes ☐ No ☒
Is there additional Hardcopy Documentation: Yes ☐ No ☒

Next

Name	Size	Modified	Functions
Select file to upload: <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload file"/>			

[Back to Top of Page](#)

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Note: For purposes of this document, the Next button has been selected.

If you are a **customer** and you selected **Yes** to **Online Forms** at the screen on page 11, you will see the below screen. Select the appropriate form and fill in the required fields. Details for individual forms are located on the pages indicated in the text box below.

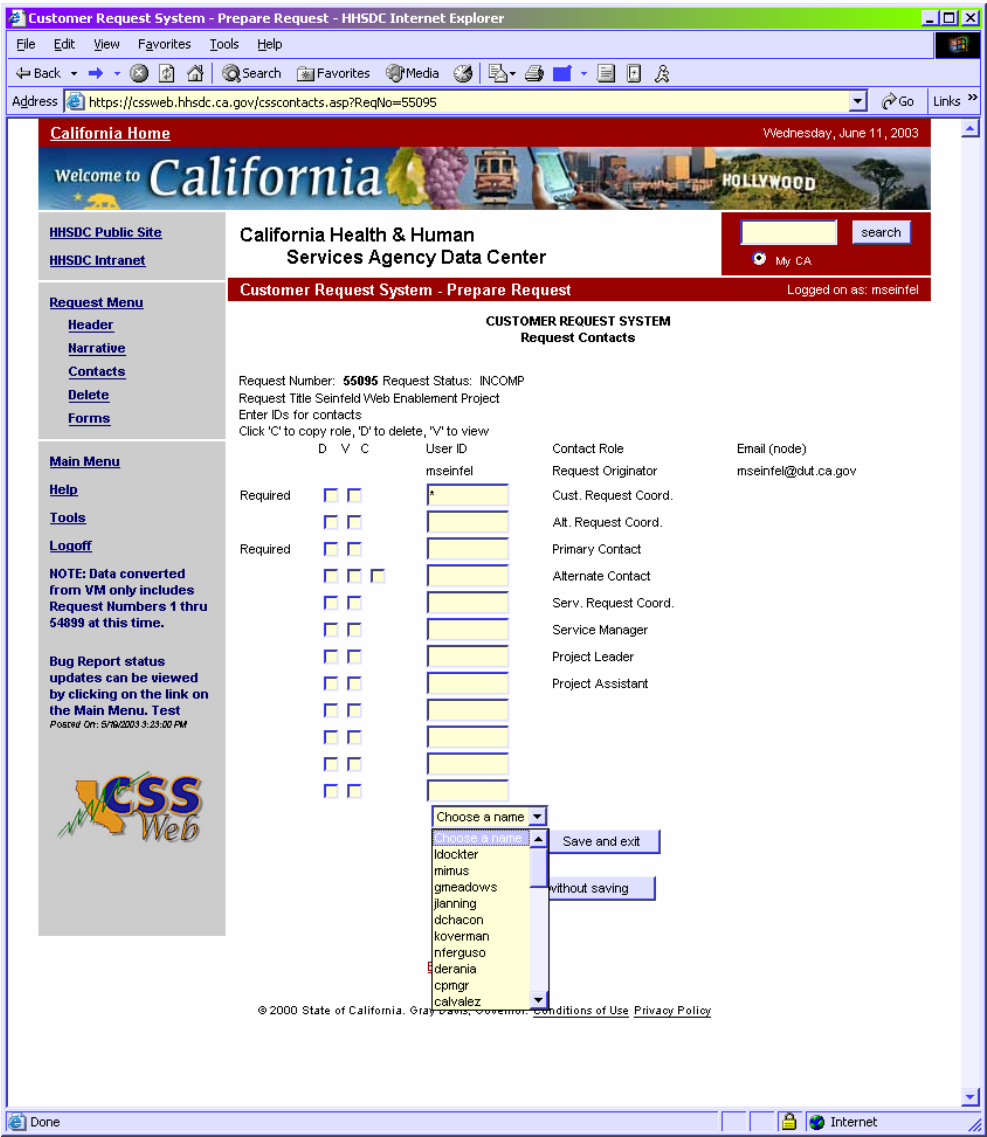


If you are **HHSDC staff**, and you selected **Yes** to **Online Forms** at the screen on page 11, you will see the below screen. Select the appropriate form and fill in the required fields. Details for individual forms are located on the pages indicated in the text box below.



Contact Screen

This screen will allow the Originator to select the customer coordinator, primary and alternate contacts as well as additional and alternate contacts. Several individuals may be selected at one time. When complete, select **Enter** to move forward in the system, or **Save and exit** or **Exit without saving**.



In order to enter multiple alternate contacts, you will need to click the square that is located directly to the left of the Alternate Contact field. This will bring up another alternate contact field directly under the Project Assistant field. There can be a total of 5 alternate contact fields added including the original field.

Customer Request System - Prepare Request

Logged on as: jseinfel

CUSTOMER REQUEST SYSTEM
Request Contacts

Request Number: 55188 Request Status: INCOMP
Request Title: TEST
Enter IDs for contacts
Click 'C' to copy role, 'D' to delete, 'V' to view

	Required	D	V	C	User ID	Contact Role	Email (node)
	<input type="checkbox"/>				jseinfel	Request Originator	mhazel@hhsdc.ca.gov
	<input type="checkbox"/>					Cust. Request Coord.	
	<input type="checkbox"/>					Alt. Request Coord.	
	<input type="checkbox"/>					Primary Contact	
	<input type="checkbox"/>				dpuddy	Alternate Contact	
	<input type="checkbox"/>					Serv. Request Coord.	
	<input type="checkbox"/>					Service Manager	
	<input type="checkbox"/>					Project Leader	
	<input type="checkbox"/>					Project Assistant	
	<input type="checkbox"/>				ckrammer	Alternate Contact	
	<input type="checkbox"/>						
	<input type="checkbox"/>						
	<input type="checkbox"/>						

Enter Save and exit

Exit without saving

[Back to Top of Page](#)

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The below screen shows what a completed Request Contest Screen might look like.

Customer Request System - Prepare Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address https://cssweb.hhsdc.ca.gov/csscontacts.asp?ReqNo=55132 Go Links

California Home Monday, June 16, 2003

Welcome to California HOLLYWOOD

HHSDC Public Site

HHSDC Intranet

Request Menu

Header

Narrative

Contacts

Delete

Forms

Print

Route

Main Menu

Help

Tools

Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test

Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

search

My CA

Customer Request System - Prepare Request

Logged on as: mseinfel

CUSTOMER REQUEST SYSTEM

Request Contacts

Request Number: 55132 Request Status: INCOMP

Request Title Seinfeld Web Enablement Project

Enter IDs for contacts

Click 'C' to copy role, 'D' to delete, 'V' to view

	D	V	C	User ID	Contact Role	Email (node)
				mseinfel	Request Originator	mseinfel@dut.ca.gov
Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	dpuddy	Cust. Request Coord.	dpuddy@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ebenis	Alt. Request Coord.	ebenis@dut.ca.gov
Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	mseinfel	Primary Contact	mseinfel@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ckramer	Alternate Contact	ckramer@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	mimus	Serv. Request Coord.	mimus@hhsdc.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Service Manager	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Project Leader	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Project Assistant	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jseinfel	Alternate Contact	jseinfel@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Next Enter Save and exit

Exit without saving

Customer Request System - Prepare Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address <https://cssweb.hhsdc.ca.gov/csscontacts.asp?ReqNo=55104> Go Links

California Home Wednesday, June 11, 2003

Welcome to **California** HOLLYWOOD

[HHSDC Public Site](#)
[HHSDC Intranet](#)

California Health & Human Services Agency Data Center

Customer Request System - Prepare Request Logged on as: mseinfel

Request Menu

- [Header](#)
- [Narrative](#)
- [Contacts](#)
- [Delete](#)
- [Forms](#)
- [Print](#)
- [Route](#)

Main Menu

- [Help](#)
- [Tools](#)
- [Logoff](#)

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

CUSTOMER REQUEST SYSTEM
Request Contacts

Request Number: **55104** Request Status: INCOMP
Request Title: Seinfeld Web Enablement
Enter IDs for contacts
Click 'C' to copy role, 'D' to delete, 'V' to view

	D	V	C	User ID	Contact Role	Email (node)
				mseinfel	Request Originator	mseinfel@dut.ca.gov
Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	dpuddy	Cust. Request Coord.	dpuddy@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Alt. Request Coord.	
Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ebenis	Primary Contact	ebenis@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jseinfel	Alternate Contact	jseinfel@dut.ca.gov
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Serv. Request Coord.	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Service Manager	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Project Leader	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Project Assistant	

Next Enter Save and exit

Exit without saving


[Back to Top of Page](#)

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The below screen opens after hitting **Next** on the previous screen. From here, you will be able to:

- Delete the form by clicking on the **Delete** link located on the left menu bar.
- Delete the form by clicking on the **Exit without saving** button located at the bottom of the page.
- Print the form by clicking on the **Print** link located on the left menu bar or (see next page for sample screen print).
- Modify the header or narrative by clicking on the **Header**, or **Narrative** link located on the left menu bar.

If you want to print a copy of your service request, click on **Print** before routing the request. Below is a sample screen print of a service request.

Request No. 55104	Seinfeld Web Enablement		
Health and Human Services Data Center		6/18/2003	
Service Request			
Request Title:	Seinfeld Web Enablement	Number:	55104
Requestor Name:	Morty Seinfeld	Status:	INPROC
Req. Phone No:	(916) 555-4444 Ext:	NI Billing Status:	
Customer Org.:	DUT DEPARTMENT OF USER TESTING		
Account:	FT		
LT \$10,000			
Search Keywords:	Seinfeld Web project		
Req. Avail. Dt	6/4/2004		
Budget Amount:	\$10,000.00		
Source of Funds:	SPECIAL		
Customer PO(s):			
Cust. Req. No:			
*** Service Data ***			
Service Project Number:		Est Availability Date:	
Est Amount:	\$0.00	Act Amount:	\$0.00
Reason For Priority:			
Justify why this service request has special priority in this field.			
Request No. 55104 - Seinfeld Web Enablement - Narrative:			
Request Number: 55104			
Contact Role	Name	Phone	Email
Request Originator	Seinfeld, Morty	(916) 555-4444	mhazel@hhsdc.ca.gov
Cust. Request Coord.	Puddy, David	(916) 555-4444	mhazel@hhsdc.ca.gov
Alt. Request Coord.			
Primary Contact	Benis, Elaine	(916) 555-4444	mhazel@hhsdc.ca.gov
Alternate Contact	Seinfeld, Jerry	(916) 555-4444	mhazel@hhsdc.ca.gov
Serv. Request Coord.			
Service Manager			
Project Leader			
Project Assistant			
Request Header		Request Menu	

When finished with the modifications, click **Route** located on the left menu bar. This will route the request to the Customer Coordinator for approval.

Customer Request System - Prepare Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail News RSS Feeds

Address <https://cssweb.hhsdc.ca.gov/csspreparerequest.asp?rectype=Edit&ReqNo=55132> Go Links

California Home Monday, June 16, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
HHSDC Intranet

California Health & Human Services Agency Data Center

Customer Request System - Prepare Request Logged on as: mseinfel

CUSTOMER REQUEST SYSTEM
Prepare Request -- Header

Number: 55132 Request Status: INCOMP

Request Title: Seinfeld Web Enablement Project

Requestor Name: Seinfeld Morty

Requestor Phone Number: (916) 555-4444 Extension:

Customer Organization: DUT-DEPARTMENT OF USER TESTING

Account Code: D2

Calstars? (Y/N) Yes ☐ No ☒

(DOF Requests Only)

Is Cert per SAM 4819.41 Required? (Y/N) Yes ☐ No ☒ Procurements for less than \$10,000

Search Keywords: web enableme morty

Request Available Date: 6/4/2004 Budget Amount: \$5,000.00

Do you want to enter a reason for special priority? Yes ☐ No ☒

*** HHSDC External Customers Only ***

Is this an internal request (not being sent to HMVC)? Yes ☐ No ☒

Source of HMVC Funds- IAA ☒ Special ☐ Billing Instructions? Yes ☐ No ☒

Customer PO(s):

Customer Requisition Number:

Next Save and exit

Exit without saving

Back to Top of Page

Done Internet

The below screen will appear when you have successfully routed the request to the **Customer Request Coordinator** for approval.

Click the **Select to clear this message** link to move forward in the system.



Changing the due date

In order to change the due date of the service request, you must have the active task in the service request. You will need to log into the service request and click the route button and then the route request link. That will bring you to the following screen:

Customer Service System - Route Action Menu - HHSDC Internet Explorer

Address: <http://cssweb.hhsdc.ca.gov:8082/cssrouterequest.asp>

California Home Monday, June 07, 2004

Welcome to California

HHSDC Public Site
HHSDC Intranet

California Health & Human Services Agency Data Center

Customer Service System - Route Action Menu

Logged on as: nferguso

Health and Human Services Data Center
Customer Service System - Route Actions

Request Number: 55100 Request Status: OPEN
Request Title: TEST

Your Current/Active Assignment:

Person ID	Seq	Role	Turnaround Days	Due Date	Date Sent	Action
nferguso	9	PROVLD	2	6/8/2004		

Change Due Date from: 6/8/2004 to 6/25/04

Route to Next Person

Add New Person Id to Route Slip

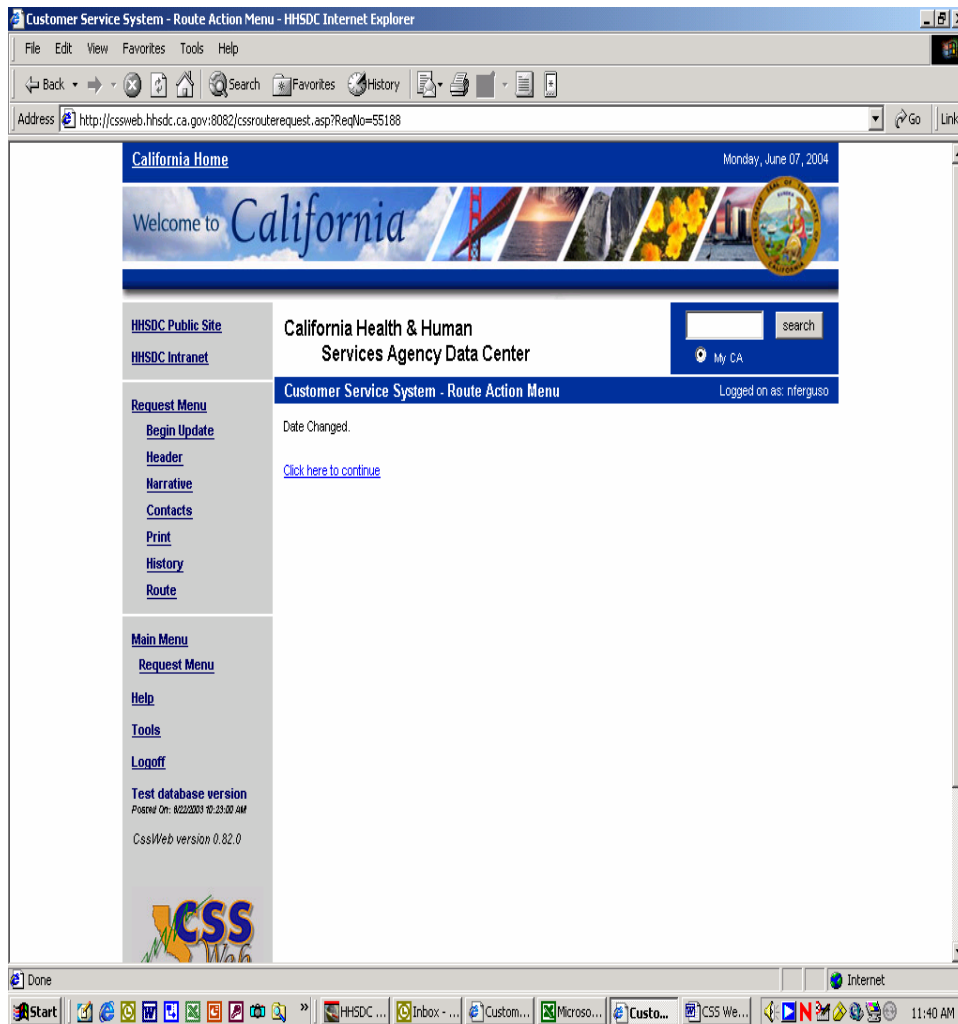
History of Route Slip

<Back Next>

Test database version
PWSM On: 8/22/2003 10:23:00 AM
CssWeb version 0.82.0

Start HHSDC... Inbox... Cust... Micros... Cust... CSS W... 11:32 AM

Once you have clicked the next button, the screen below will appear indicating that the date has been changed.



Canceling or deleting a service request

In order to delete a service request, the service request has to be in the INCOMP status.

The screenshot shows a web browser window titled "Customer Request System - Prepare Request - HHSDC Internet Explorer". The address bar shows the URL: <http://cssweb.hhsdc.ca.gov:8082/csspreparerequest.asp?rectype=edit&ReqNo=55189>. The page content is divided into a left sidebar and a main form area.

Left Sidebar:

- HHSDC Public Site**
 - [HHSDC Intranet](#)
- Request Menu**
 - [Header](#)
 - [Narrative](#)
 - [Contacts](#)
 - [Delete](#)
 - [Forms](#)
- Main Menu**
 - [Request Menu](#)
- [Help](#)
- [Tools](#)
- [Logout](#)
- Test database version**
Passed On: 8/23/2005 10:23:00 AM
CssWeb version 0.82.0
-

Top Header:

California Health & Human Services Agency Data Center

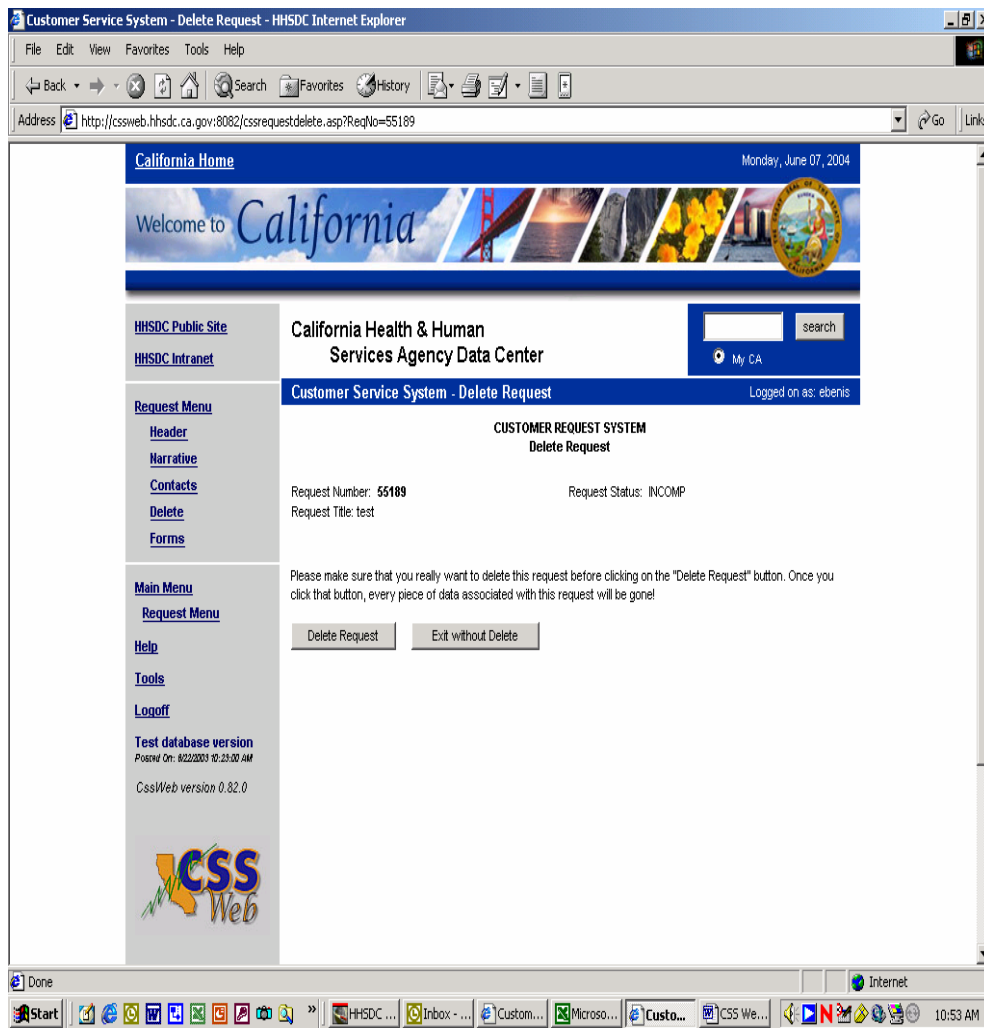
Customer Request System - Prepare Request

Logged on as: ebenis

Form Fields:

Number: 55189
Request Title: Test
Request Status: INCOMP
Requestor Name: Benis Elaine
Requestor Phone Number: (916) 555-4444 Extension
Customer Organization: DUT-DEPARTMENT OF USER TESTING
Account Code: du
Calstars? (Y/N): Yes ☐ No ☒
(DOF Requests Only)
Is Cert per SAM 4819.41 Required? (Y/N): Yes ☐ No ☒
No procurement (change request, etc.)
Search Keywords:
Request Available Date: 6/10/2004 Budget Amount: \$0.00
Do you want to enter a reason for special priority? Yes ☐ No ☒
*** HHSDC External Customers Only ***
Is this an internal request (not being sent to HMDC)? Yes ☐ No ☒
Source of HMDC Funds- IAA: Special ☒ Billing Instructions? Yes ☐ No ☒
Customer PO(s):
Customer Requisition Number:
Next Save and exit

Once you have clicked the delete button you will come to the screen below:



In order to cancel a service request, the service request has to be in the OPEN status. The customer coordinator is the only role that is able to do this.

Customer Request System - Maintain Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Address <http://cssweb.hhsdc.ca.gov/cssmaintainrequest.asp?rectype=edit&ReqNo=55188> Go Links

[HHSDC Public Site](#)

[HHSDC Intranet](#)

Request Menu

[Header](#)

[Narrative](#)

[Contacts](#)

[Cancel](#)

[Print](#)

[History](#)

[Route](#)

Main Menu

[Request Menu](#)

[Help](#)


[Tools](#)

[Logout](#)

Test database version

Passed On: 8/22/2003 10:23:00 AM

CssWeb version 0.82.0



California Health & Human Services Agency Data Center

Customer Request System - Maintain Request

Logged on as: ebenis

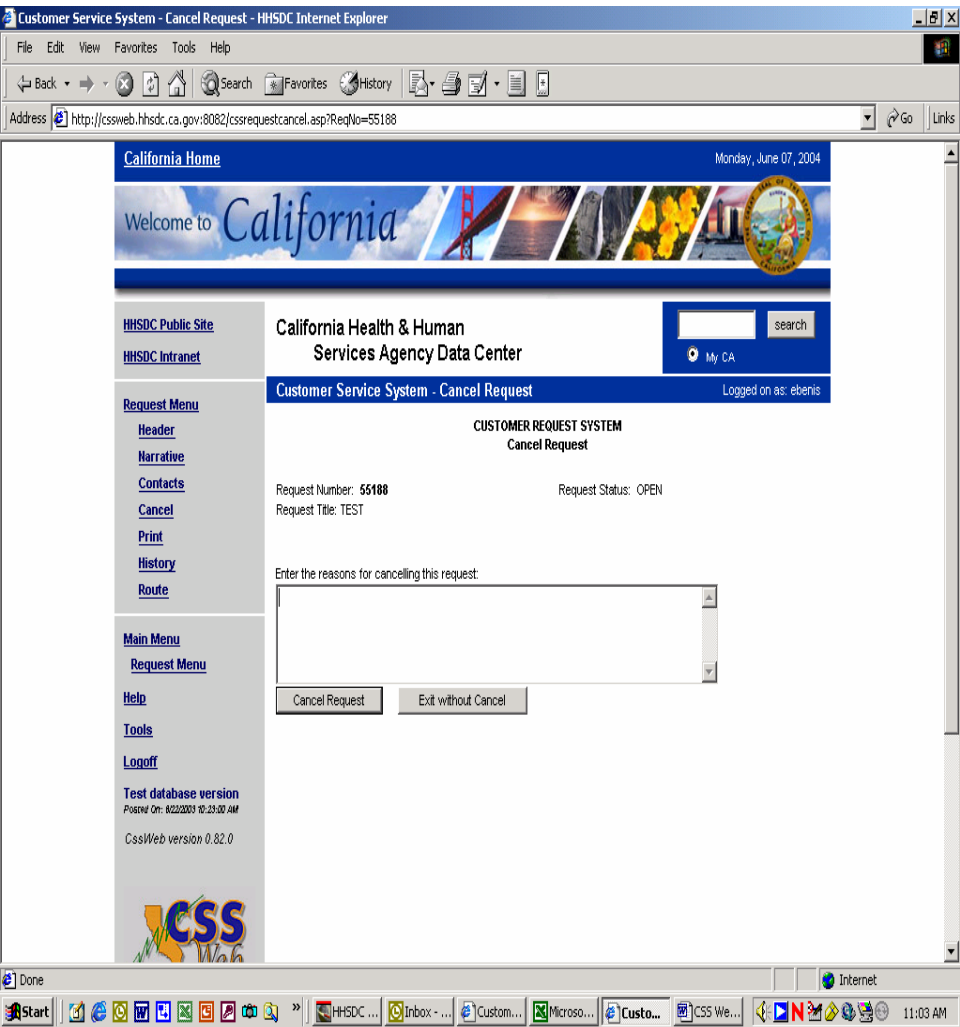
My CA

CUSTOMER REQUEST SYSTEM

Display Request -- Header

Number: 55188	Request Status: OPEN
Request Title	<input type="text" value="TEST"/>
Requestor Name	<input type="text" value="Seinfeld"/> <input type="text" value="Jerry"/>
Requestor Phone Number	<input type="text" value="(916) 555-4444"/> Extension <input type="text"/>
Billing Status:	<input type="text"/>
Customer Organization	<input type="text" value="DUT -DEPARTMENT OF USER TESTING"/>
Account Code	<input type="text" value="du"/>
Calstars? (Y/N)	Yes <input type="radio"/> No <input checked="" type="radio"/>
(DOF Requests Only)	
Is Cert per SAM 4819.41 Required? (Y/N)	Yes <input type="radio"/> No <input checked="" type="radio"/>
	<input type="text" value="Procurements for less than \$100,000"/>
Search Keywords:	<input type="text"/>
Request Available Date	<input type="text" value="5/30/2004"/> Budget Amount <input type="text" value="\$50.00"/>
Do you want to enter a reason for special priority? Yes <input type="radio"/> No <input checked="" type="radio"/>	
*** HHSDC External Customers Only ***	
Is this an internal request (not being sent to HMDC)? Yes <input type="radio"/> No <input checked="" type="radio"/>	
Source of HMDC Funds- IAA <input checked="" type="radio"/> Special <input type="radio"/> Billing Instructions? Yes <input type="radio"/> No <input checked="" type="radio"/>	
Customer PO(s)	<input type="text"/>
Customer Requisition Number	<input type="text"/>
*** Service Data ***	

Once the cancel button is clicked, the screen below appears:



Closing a Service Request

When the service request has been properly completed and is ready to be closed, the service request has to be placed in the AVAIL status. The only roles that are able to make a service request AVAIL are the service manager, the project leader, or the project assistant. In order to place a service request in AVAIL status, one of the above roles has to have the active task.

Customer Request System - Maintain Request - HHSC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address <http://cssweb.hhsc.ca.gov:8082/cssmaintainrequest.asp?rectype=beginupdate&RegNo=55188> Go Links

HHSC Intranet

Services Agency Data Center My CA

Customer Request System - Maintain Request Logged on as: intergusio

CUSTOMER REQUEST SYSTEM
Maintain Request -- Header

Number: 55188 Request Status: **AVAIL**

Request Title: TEST

Requestor Name: Seinfeld, Jerry

Requestor Phone Number: (916) 555-4444

Billing Status:

Customer Organization: DUT-DEPARTMENT OF USER TESTING

Account Code: du

Calstars? (Y/N) Yes ☐ No ☒

Is Cert per SAM 4819.41 Required? (Y/N) Yes ☐ No ☒

Procurements for less than \$100,000

Search Keywords:

Request Available Date: 5/30/2004 Budget Amount: \$50.00

Do you want to enter a reason for special priority? Yes ☐ No ☒

*** HHSC External Customers Only ***

Is this an internal request (not being sent to HMDC)? Yes ☐ No ☒

Source of HMDC Funds - IAA ☒ Special ☐ Billing Instructions? Yes ☐ No ☒

Customer PO(s):

Customer Requisition Number:

*** Service Data ***

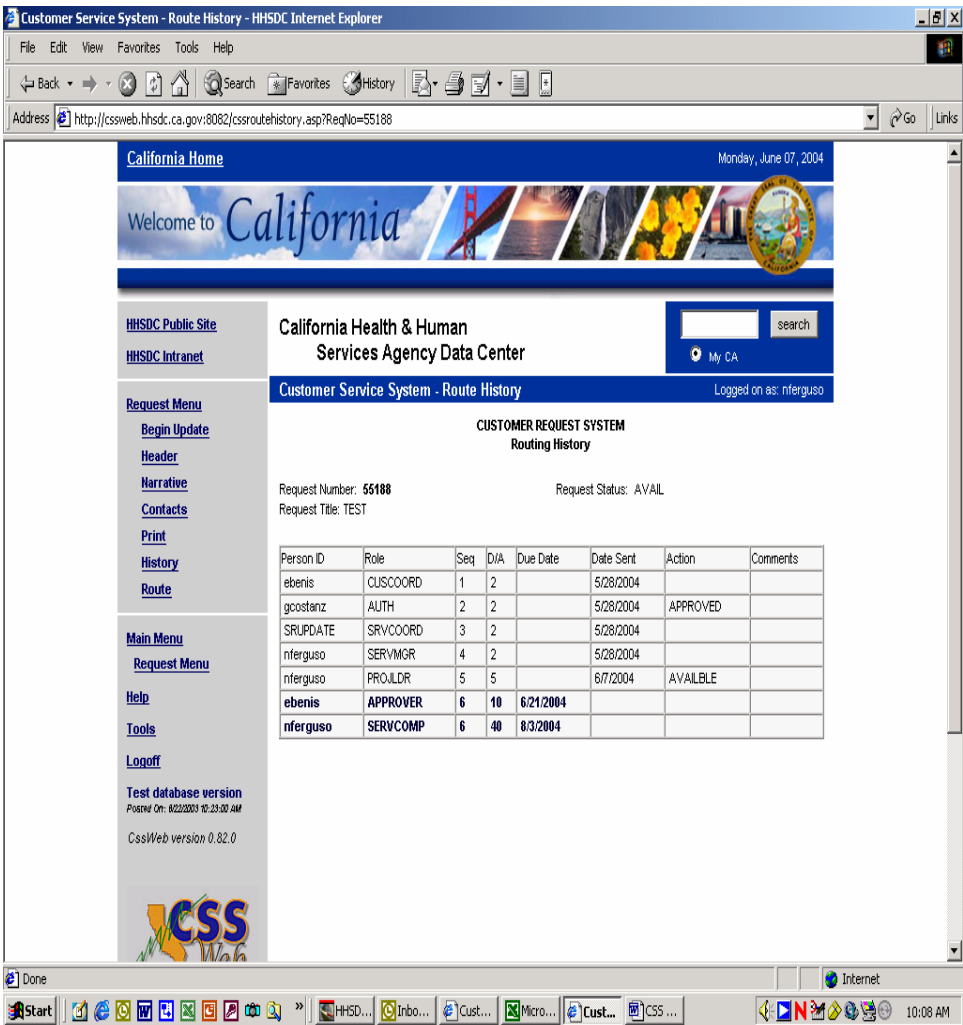
Service Project Number: Est Availability Date: 8/1/2004

Estimated Amount: \$0.00 Actual Amount: \$0.00

Test database version
Power On: 8/22/2003 10:29:30 AM
CssWeb version 0.82.0

Start Internet 8:47 AM

Once the save and exit button has been clicked, you will need to go back into the request. Once you are in the request you can go to history, and then route history. It will bring you to the following screen.



Once the service request has been changed to AVAIL status and everything has been completed in this service request, the servcomp role can go into the request and close the request on their side. In order to get to the following screen, the servcomp role will need to log into the service request and then click the begin update button and then click the route button.

Customer Service System - Route Action Menu - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address <http://cssweb.hhsdc.ca.gov:8082/cssrouterequest.asp> Go Links

California Home Monday, June 07, 2004

Welcome to **California**

HHSDC Public Site
HHSDC Intranet

California Health & Human Services Agency Data Center

Customer Service System - Route Action Menu Logged on as: nterguso

Request Menu
End Update
Header
Narrative
Contacts
Forms
Print
History
Route

Main Menu
Request Menu
Help
Tools
Logoff

Test database version
Passed On: 6/2/2003 10:25:00 AM
CssWeb version 0.82.0

**Health and Human Services Data Center
Customer Service System - Route Actions**

Request Number: **55188** Request Status: AVAIL
Request Title: TEST

Your Current/Active Assignment:

Person ID	Seq	Role	Turnaround Days	Due Date	Date Sent	Action
nterguso	6	SERVCOMP	40	8/3/2004		

☒ COMPLETED ☐ RE-OPEN

☐ Change Due Date from: 8/3/2004 to

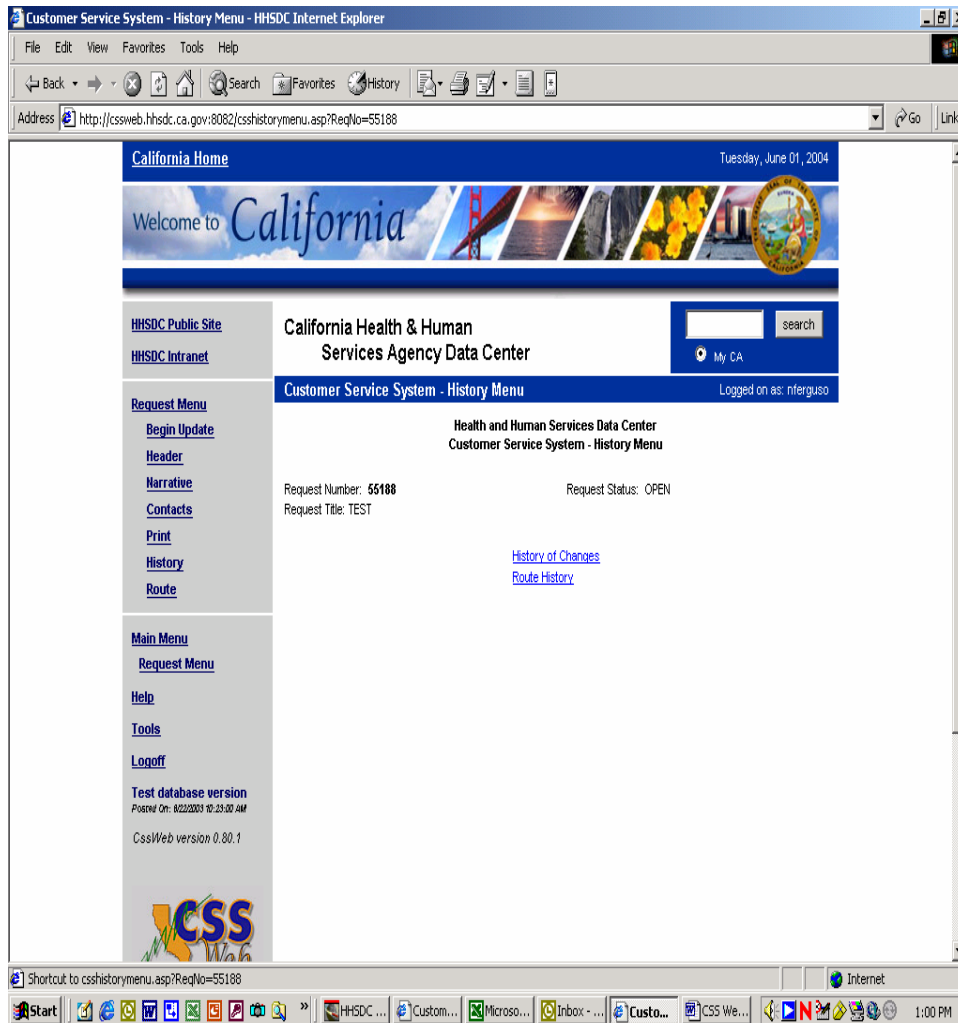
☐ Add New Person Id to Route Slip

☐ History of Route Slip

37 of 78

Finding the status of a Service Request

In order to find the status of your service request, you will need to log into your service request and click the history button. That will bring you to the following screen:



Once you click route history, the following screen will appear:

Customer Service System - Route History - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address http://cssweb.hhcdc.ca.gov:8082/cssroutehistory.asp?ReqNo=55188 Go Links

California Home Tuesday, June 01, 2004

Welcome to California

HHSDC Public Site

HHSDC Intranet

Request Menu

End Update

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Test database version

Posted On: 8/23/2003 10:23:00 AM

CssWeb version 0.80.1

CSS

California Health & Human Services Agency Data Center

My CA

search

Customer Service System - Route History

Logged on as: nferguso

CUSTOMER REQUEST SYSTEM

Routing History

Request Number: 55188 Request Status: OPEN

Request Title: TEST

Person ID	Role	Seq	D/A	Due Date	Date Sent	Action	Comments
ebenis	CUSCOORD	1	2		5/28/2004		
gcostanz	AUTH	2	2		5/28/2004	APPROVED	
SRUPDATE	SRVCOORD	3	2		5/28/2004		
nferguso	SERVIMGR	4	2		5/28/2004		
nferguso	PROJLDR	5	5	8/1/2004			

Done

Internet

Start

HHSDC...

Custo...

Micros...

Inbox...

Custo...

CSS W...

1:10 PM

Each screen displays a menu list of titles on the left hand side.

Help

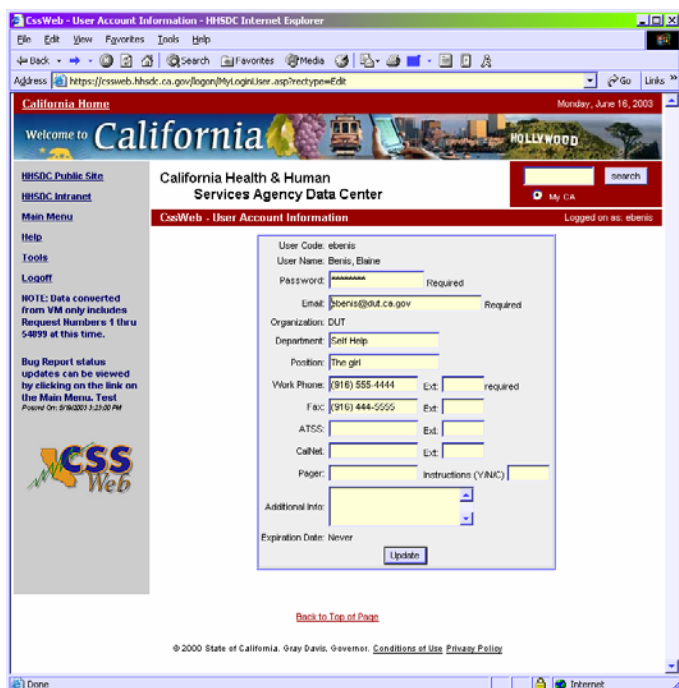
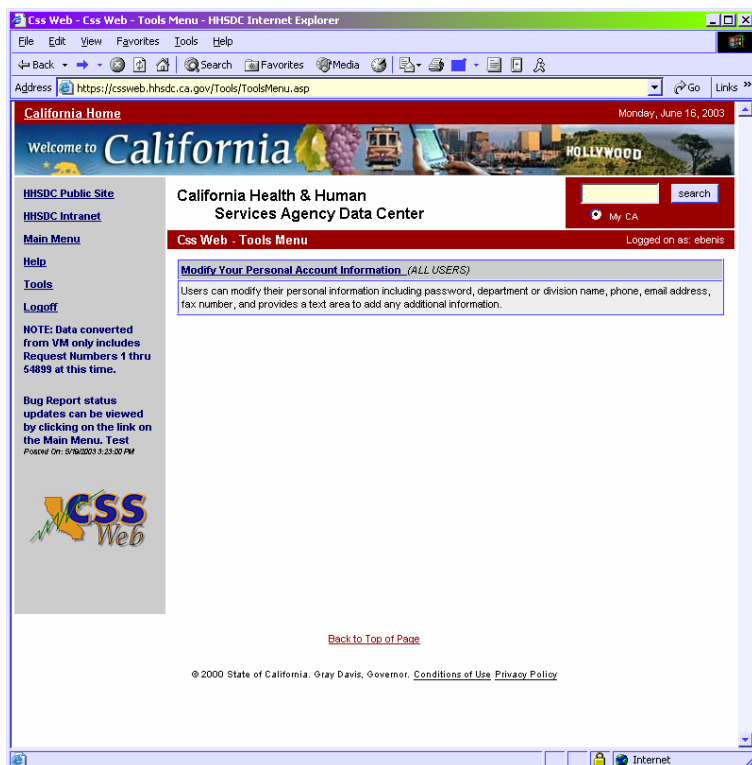
The Help option will provide the user with a description of each available screen.



Tools

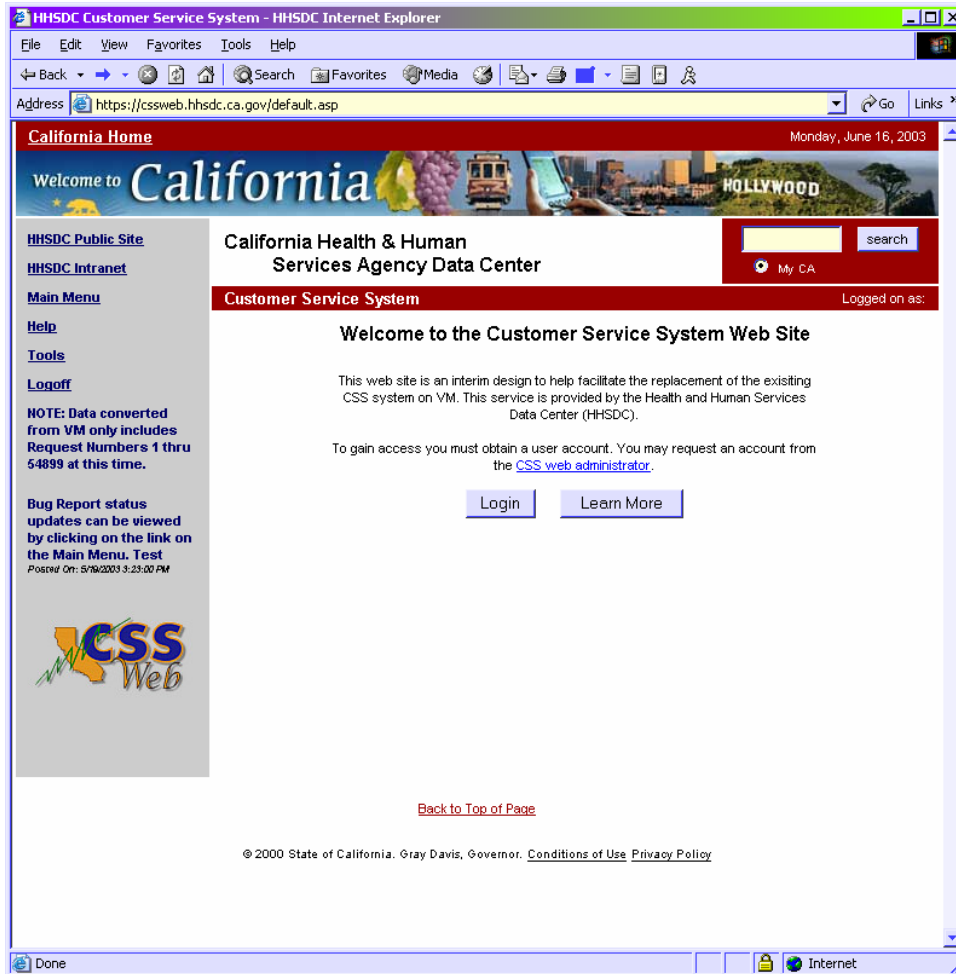
When this option is selected, the following screen will appear. This screen will allow the user to update their personal account information. Organizational Role Administrators can make additions, deletions and modifications.

(NOTE: The user profile will determine what can be seen on each screen. For instance, all users can see the first function listed below. The Organizational Role Administrator function can only be seen if the user profile allows for this function.)



Logoff

The logoff option will log off the user and take them back to the CSS Welcome Screen.



Roles within CSS Web

There are several roles within CSS Web that provide different functions within this application. They are:

1. Originator
2. Customer Request Coordinator
3. Approver
4. Authorizer
5. Service Request Coordinator
6. Service Manager
7. Project Leader
8. Project Assistant
9. Modifier
10. INFOONLY
11. Alternate Contact Role

12. Organization Role Admin
13. Service Manager – HHSDC only
14. Project Leader – HHSDC only
15. Procurement Analyst – HHSDC only

The following pages will break out the responsibilities for each role.

Request Originator

The **Request Originator** enters the request into CSS Web and routes to the **Customer Request Coordinator** for approval. Everyone that has a valid CSS Web ID may enter a CSS request.

When the **Request Originator** routes the request to the **Customer Request Coordinator**, the system indicates that the request is **INPROC**.

This role will typically only originate a service request and route it to the **Customer Coordinator**, thus ending their responsibilities.

Customer Request Coordinator

The **Customer Request Coordinator** is responsible for the routing of the request while it is still on the "customer side" to the **Approver** and/or the **Customer Authorizer**. Each department/division has at least one person assigned to the **Authorizer** role.

This is the only role that has the authority to cancel a service request if the request is in the OPEN status.

When the **Customer Request Coordinator** routes the request to the **Customer Authorizer**, the system indicates that the request is **INPROC**.

The below is an example of a message that the **Customer Request Coordinator** would receive to perform the coordination functions of a request:

I have completed entering this request, and entered you as the Customer Coordinator.

Please perform the coordination functions necessary to process it, and route it to the appropriate person(s) by 6/19/2003

Thank you very much.

You can view this request by "clicking" on the URL on the next line.

<https://cssweb.hhsdc.ca.gov/cssrequestview.asp?ReqNo=55127>

You will be prompted to enter your CssWeb Logon ID and password.

The **Customer Request Coordinator** can originate, modify (if the request is sent back to them), and/or route a service request to the Approver or the Authorizer. This is the only role that is able to cancel or delete a service request.

When you receive an email from the system requesting action, click on the provided link.

- Log in to the system when prompted.
- A view of the request will open, with choices at the bottom of the screen.

Customer Request System - Request View - HHSDC Internet Explorer

Address: <https://cssweb.hhsdc.ca.gov/cssrequestview.asp?ReqNo=55104>

Request No. 55104 Seinfeld Web Enablement

Health and Human Services Data Center 6/19/2003
Service Request

Request Title: Seinfeld Web Enablement Number: 55104
Requestor Name: Morty Seinfeld Status: INPROC
Req. Phone No: (916) 555-4444 Ext. NI Billing Status:
Customer Org.: DUT DEPARTMENT OF USER TESTING
Account: FT

LT \$10,000

Search Keywords: Seinfeld Web project
Req. Avail. Dt: 6/4/2004
Budget Amount: \$10,000.00
Source of Funds: SPECIAL
Customer PO(s):
Cust. Req. No:

*** Service Data ***
Service Project Number: Est Availability Date:
Est Amount: \$0.00 Act Amount: \$0.00

Reason For Priority:
Justify why this service request has special priority in this field.

Request No. 55104 - Seinfeld Web Enablement - Narrative:

Request Number: 55104

Contact Role	Name	Phone	Email
Request Originator	Seinfeld, Morty	(916) 555-4444	mhazel@hhsdc.ca.gov
Cust. Request Coord.	Puddy, David	(916) 555-4444	mhazel@hhsdc.ca.gov
Alt. Request Coord.			
Primary Contact	Benis, Elaine	(916) 555-4444	mhazel@hhsdc.ca.gov
Alternate Contact	Seinfeld, Jerry	(916) 555-4444	mhazel@hhsdc.ca.gov
Serv. Request Coord.			

Request Header Approve/Disapprove Request Menu

- If you are an **Approver** or **Authorizer**, you will get an **Approve/Disapprove** button.
- If you have the **active assignment**, you will get a **Route** button.
- Otherwise, you will only see the **Request Header** and **Request Menu** button.

OR, you can go to the website and follow the instructions on the following page.

- Log in to the system when prompted.
- Click on **Customer Request**
- Click on **Work with an Existing Request**
- You will then need to search for the request by:
 - Type the SR number into the **Request Number** field and click **Search**
 - Type **ME** in the **User ID** field. (see below screen for output of this search)



The selected request is then opened by the system.

Customer Request System - Maintain Request - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste Address <https://cssweb.hhsdc.ca.gov/cssmaintainrequest.asp?rectype=edit&ReqNo=55132> Go Links

California Home Tuesday, June 17, 2003

Welcome to **California**

HHSDC Public Site
HHSDC Intranet

California Health & Human
Services Agency Data Center

Customer Request System - Maintain Request

Logged on as: dpuddy

Request Menu

- [Begin Update](#)
- [Header](#)
- [Narrative](#)
- [Contacts](#)
- [Cancel](#)
- [Print](#)
- [History](#)
- [Route](#)

Main Menu

- [Help](#)
- [Tools](#)
- [Logoff](#)

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 6/16/2003 3:23:00 PM

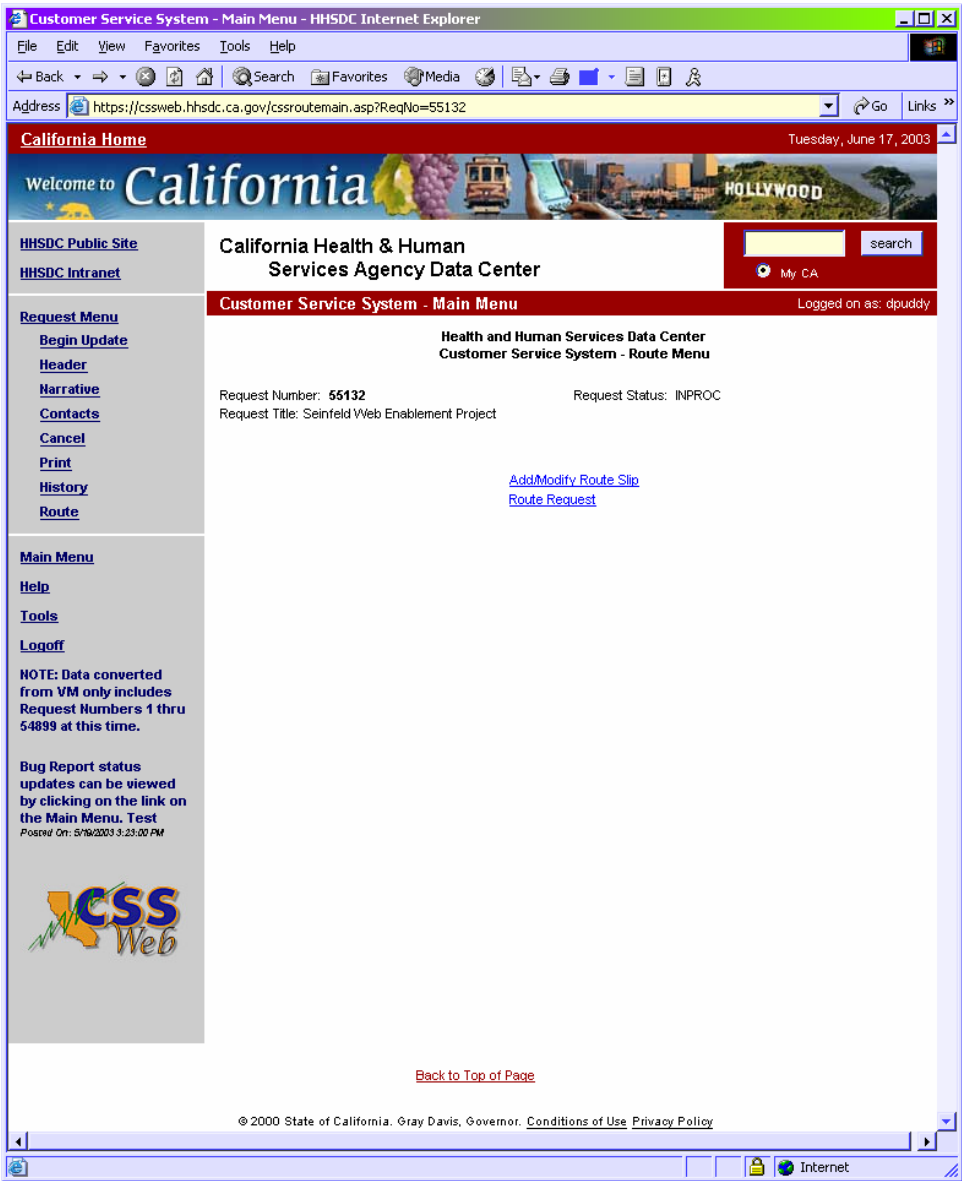
CSS Web

CUSTOMER REQUEST SYSTEM
Display Request -- Header

Number: 55132 Request Status: INPROC
Request Title: Seinfeld Web Enablement Project
Requestor Name: Seinfeld Morty
Requestor Phone Number: (916) 555-4444 Extension:
Billing Status:
Customer Organization: DUT-DEPARTMENT OF USER TESTING
Account Code: D2
Calstars? (Y/N) Yes No
(DOF Requests Only)
Is Cert per SAM 4819.41 Required? (Y/N) Yes No
Procurements for less than \$10,000
Search Keywords: web enableme morty
Request Available Date: 6/4/2004 Budget Amount: \$5,000.00
Do you want to enter a reason for special priority? Yes No
*** HHSDC External Customers Only ***
Is this an internal request (not being sent to HMDC)? Yes No
Source of HMDC Funds- IAA Special Billing Instructions? Yes No
Customer PO(s):
Customer Requisition Number:
*** Service Data ***
Service Project Number: Est Availability Date:
Estimated Amount: \$0.00 Actual Amount: \$0.00
Service PO(s):
NPDS/Voice: Srv Cat: Act Avail Date:
Services Entered: Yes No
Next

Click Route on the left menu bar.

Click the **Add/Modify Route Slip** link.



When you reach this screen, click on **Begin Update** to proceed with routing the request.

Customer Service System - Route Slip Maintenance - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail News RSS

Address <https://cssweb.hhsdc.ca.gov/cssrouteslipmaint.asp> Go Links

California Home Thursday, June 19, 2003

Welcome to **California**

HHSDC Public Site
HHSDC Intranet

California Health & Human Services Agency Data Center

Customer Service System - Route Slip Maintenance Logged on as: dpuddy

Health and Human Services Data Center
Customer Service System - Route Slip Maintenance

Request Menu
[Begin Update](#)
[Header](#)
[Narrative](#)
[Contacts](#)
[Cancel](#)
[Print](#)
[History](#)
[Route](#)

Main Menu
[Help](#)
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[Logoff](#)

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:25:00 PM

CSS Web

Enter Template Name to Add:

OR

Select template to be used or modified

Available Templates

authorizer

[Back to Top of Page](#)

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Internet

You now have the option to **Select here to modify Route Slip without a Template** or **Use**, **Edit**, **Delete** or **Add** a template. For the purposes of this document, we are selecting **Use** a template.

Customer Service System - Route Slip Maintenance - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Download Upload

Address <https://cssweb.hhsdc.ca.gov/cssrouteslipmaint.asp?rectype=beginupdate&ReqNo=55104> Go Links

California Home Thursday, June 19, 2003

Welcome to **California**

HHSDC Public Site
HHSDC Intranet

California Health & Human
Services Agency Data Center

My CA search

Customer Service System - Route Slip Maintenance Logged on as: dpuddy

Health and Human Services Data Center
Customer Service System - Route Slip Maintenance

Enter Template Name to Add: Add

[Select here to modify Route Slip without a Template](#)

OR

Select template to be used or modified

Available Templates

Delete Edit Use authorizer

Back to Top of Page

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You now have a few options:

- A. Add an Approver (not a mandatory role)
- B. Delete a route
- C. Route the request

For the purposes of this document, we are selecting Route to route the request.

Customer Service System - Route Slip Maintenance - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media

Address <https://cssweb.hhsdc.ca.gov/cssrouteslipmaint.asp?rectype=beginupdate&ReqNo=55104> Go Links

California Home Thursday, June 19, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
HHSDC Intranet

California Health & Human Services Agency Data Center

My CA search

Customer Service System - Route Slip Maintenance Logged on as: dpuddy

Health and Human Services Data Center
Customer Service System - Route Slip Maintenance

Route Slip Maintenance for Request: 55104

UserCode ID	Seq	Role	Turnaround Days	Insert Level?	
				Yes No	Add

UserCode ID	Seq	Role	T/D	Due Date	Date Sent	Action
dpuddy	1	CUSCOORD	2	6/13/2003		Change
goostanz	2	AUTH	2			Delete Change
Update		Exit				Route

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

Back to Top of Page

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Done Internet

This screen will allow you to do several things including routing the request to the next person. In this case, that person is the **Authorizer**.

When completed with the narrative and options, click **Next** to proceed in the system.

Customer Service System - Route Action Menu - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste Address Bar

Address: https://cssweb.hhsdc.ca.gov/cssrouterequest.asp

California Home Thursday, June 19, 2003

Welcome to California

HHSDC Public Site HHSDC Intranet

Request Menu
End Update
Header
Narrative
Contacts
Forms
Print
History
Route

Main Menu
Help
Tools
Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

Customer Service System - Route Action Menu

Logged on as: dpuddy

Health and Human Services Data Center
Customer Service System - Route Actions

Request Number: 55104 Request Status: INPROC
Request Title: Seinfeld Web Enablement

Current/Active Assignment:

Person ID	Seq	Role	Turnaround Days	Due Date	Date Sent	Action
dpuddy	1	CUSCOORD	2	6/13/2003		

George,
Please approve the request and it will automatically route to the Service Request Coordinator at HHSDC.
Thanks George!

☐ Change Due Date from: 6/13/2003 to

☒ Route to Next Person

☐ Add New Person Id to Route Slip

☐ History of Route Slip

<Back

Next>

Back to Top of Page

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This screen tells you that the request has been routed to the **Authorizer**. You have now completed your task.



Approver

Approver is an optional role, used at the discretion of the Customer Coordinator. This role is used primarily for Departmental Supervisor approval of project resources and needs.

When the Approver approves the request, and the Authorizer is already on the Route Slip, then the request will be automatically routed to the Authorizer. If the Authorizer is not on the Route Slip, or the Approver rejects the request, the request is routed to the Customer Coordinator.

Authorizer

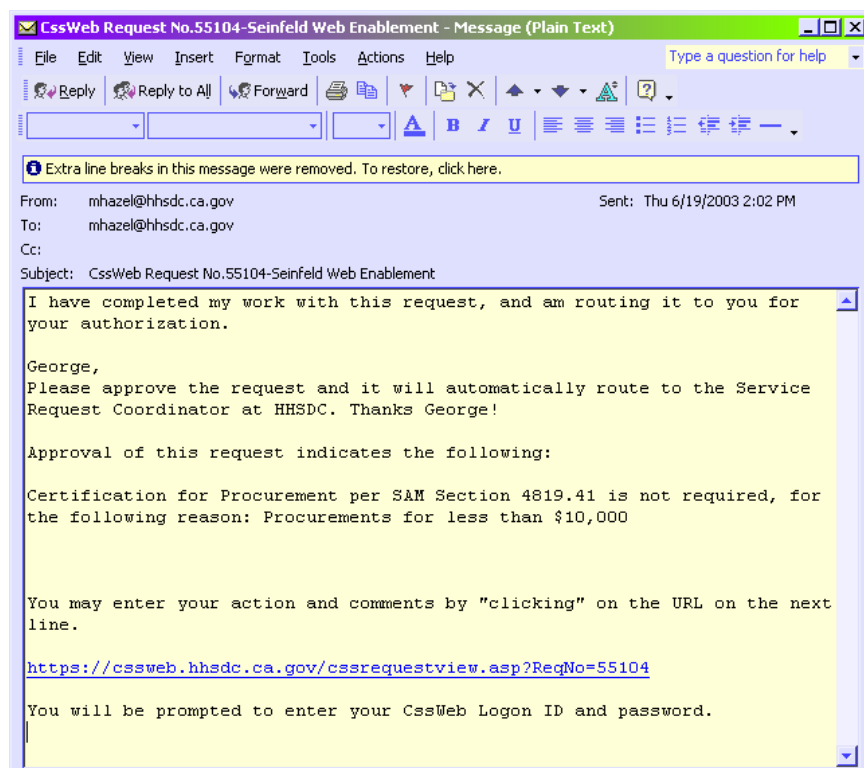
The **Authorizer** is responsible for approving the request. It is automatically routed to the **Service Request Coordinator**.

The **Authorizer** has the final authority over whether or not to go forward with a service request that HHSDC will process. This is the person with “spending authority” for expenditures within the customer department.

When the **Authorizer** approves the request and it is automatically routed to the **Service Request Coordinator**, the system indicates that the request is **PENDSERV**.

Note: The service request **must** go through the **Authorizer** before it comes to the **Service Request Coordinator**. Please do not confuse this role with the **Approver** role.

The below is an example of a message that the Authorizer would receive to authorize a request:



When the Authorizer receives an email requesting authorization for a request, follow these instructions.

- Click on the [link](#) embedded in the email to access the request. The system will ask you to log in with your user ID and password.
- The below screen will open giving you several options

Customer Request System - Request View - HHSDC Internet Explorer

Address: <https://cssweb.hhsdc.ca.gov/cssrequestview.asp?ReqNo=55104>

Request No. 55104 Seinfeld Web Enablement

Health and Human Services Data Center 6/19/2003
Service Request

Request Title: Seinfeld Web Enablement Number: 55104
Requester Name: Morty Seinfeld Status: INPROC
Req. Phone No: (916) 555-4444 Ext. NI Billing Status:
Customer Org.: DUT DEPARTMENT OF USER TESTING
Account: FT

LT \$10,000

Search Keywords: Seinfeld Web project
Req. Avail. Dt: 6/4/2004
Budget Amount: \$10,000.00
Source of Funds: SPECIAL
Customer PO(s):
Cust. Req. No:

*** Service Data ***
Service Project Number: Est Availability Date:
Est Amount: \$0.00 Act Amount: \$0.00

Reason For Priority:
Justify why this service request has special priority in this field.

Request No. 55104 - Seinfeld Web Enablement - Narrative:
Request Number: 55104

Contact Role	Name	Phone	Email
Request Originator	Seinfeld, Morty	(916) 555-4444	mhazel@hhsdc.ca.gov
Cust. Request Coord.	Puddy, David	(916) 555-4444	mhazel@hhsdc.ca.gov
Alt. Request Coord.			
Primary Contact	Benis, Elaine	(916) 555-4444	mhazel@hhsdc.ca.gov
Alternate Contact	Seinfeld, Jerry	(916) 555-4444	mhazel@hhsdc.ca.gov
Serv. Request Coord.			

%>

Request Header Approve/Disapprove Request Menu

The **Service Request Coordinator** then routes to the appropriate **Service Manager** and the system changes the request from **PENDSERV** to **OPEN**.

Click **Next** to route the request...

- If you click **Approve**, the request is routed to the **Service Coordinator** which by default is **SRUPDATE** (HHSDC) for processing.
- If you click **Disapprove**, the request is routed back to the **Customer Coordinator** for modifications or canceling.

Customer Service System - Route Action Menu - HHSDC Internet Explorer

Address: <https://cssweb.hhsdc.ca.gov/cssrouterequest.asp?ReqNo=55104>

California Home Thursday, June 19, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
HHSDC Intranet

Request Menu
Header
Narrative
Contacts
Print
History
Route

Main Menu
Help
Tools
Logoff

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 6/19/2003 5:25:00 PM

California Health & Human Services Agency Data Center

Customer Service System - Route Action Menu Logged on as: gcostanz

Health and Human Services Data Center
Customer Service System - Route Actions

Request Number: 55104 Request Status: INPROC
Request Title: Seinfeld Web Enablement

Current/Active Assignment:						
Person ID	Seq	Role	Turnaround Days	Due Date	Date Sent	Action
gcostanz	2	AUTH	2	6/21/2003		

☒ APPROVED ☐ DISAPPROVED

Type in any special instruction, reason the request was approved or disapproved in this field. You may also change the date, add another person to the routing slip or view the history of th route slip from this screen.

☐ Change Due Date from: 6/21/2003 to

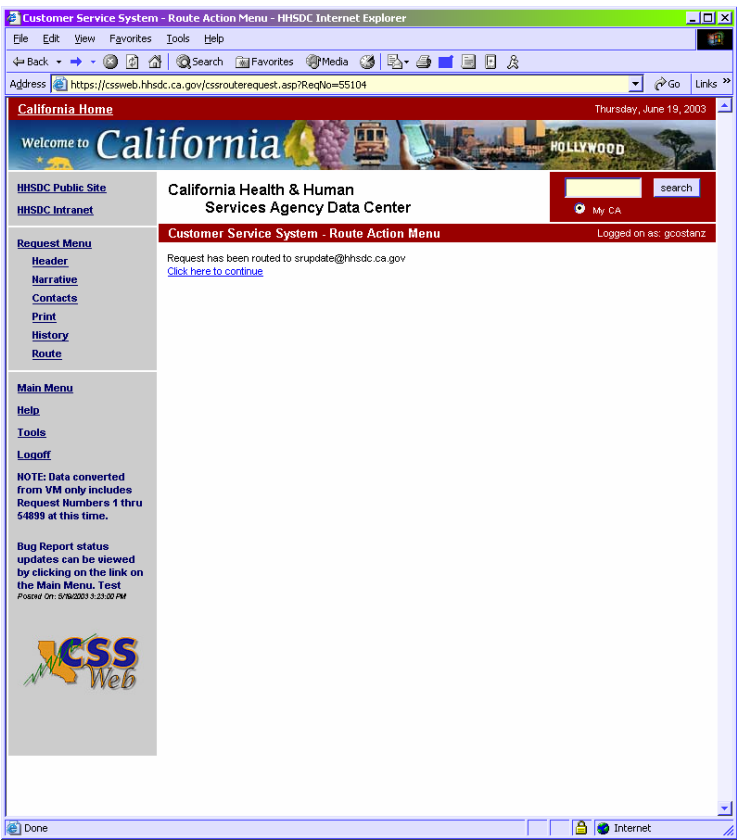
☐ Add New Person Id to Route Slip

☐ History of Route Slip

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The below screen will open showing you that the request has been routed to **SRUPDATE**.



Service Coordinator

The “service side” **Service Coordinator** determines the necessary division that will be responsible for providing the service for the customer and creates the appropriate route slip entries.

This role has the responsibility of either entering the estimated availability date of service, or delegating this responsibility to the project leader or project assistant.

When the **Service Coordinator** routes the request to the **Service Manager**, the system indicates that the request is “**OPEN**”.

Service Manager

The “service side” **Service Manager** is the person ultimately responsible for the delivery of the service and who assigns the **Project Leader**. Each HHSDC division has at least one person assigned to this role. You can find out who has permission to perform this role by contacting the **Service Request Coordinator**.

When the **Service Manager** routes the request to the **Project Leader**, the system indicates that the request is “**OPEN**”.

Below is an example of a message the **Service Manager** would receive:

I have completed my work with this request, and am routing it to you for your action.

test

Please complete your action by 6/17/2003

You may enter your action and comments by "clicking" on the URL on the next line.

<https://cssweb.hhcdc.ca.gov/cssrequestview.asp?ReqNo=55134>

You will be prompted to enter your CssWeb Logon ID and password.

Project Leader

The **Project Leader** is an HHSDC role that is responsible for the delivery of the service. You can find out who has permission to perform this role by contacting the **Service Manager**.

While the **Project Leader** has the request, the system may indicate that the request is **OPEN**, or on **HOLD**.

Below is an example of a message the **Project Leader** would receive:

I have completed my work with this request, and am routing it to you for your action.

test

Please complete your action by 6/17/2003

You may enter your action and comments by "clicking" on the URL on the next line.

<https://cssweb.hhsdc.ca.gov/cssrequestview.asp?ReqNo=55134>

You will be prompted to enter your CssWeb Logon ID and password.

Alternate Contact Role

In order to submit a service request that allows a certain user id to be emailed any time a change is made to a particular service request, an alternate contact will need to be placed in the service request contacts screen.

The roles that have the ability to insert an alternate contact are the CSS originator and the Customer Coordinator. All of the other roles are not able to insert an alternate contact.

Project Assistant

The **Project Assistant** is an HHSDC role with responsibility of assisting the **Project Leader**. You can find out who has the permission to perform this role by contacting the **Service Manager**.

Infoonly Role

The **Infoonly Role** is a role that is generated when routing a service request. This role is sent information about the service request for information only. This role does not need to perform an action.

In order to insert an infoonly role when you are routing, follow the steps below.

Customer Service System - Route Slip Maintenance - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address http://cssweb.hhsdc.ca.gov:8082/cssroute Slip Maint.asp Go Links

HHSDC Public Site
HHSDC Intranet

California Health & Human Services Agency Data Center

Customer Service System - Route Slip Maintenance

Logged on as: srupdate

Health and Human Services Data Center
Customer Service System - Route Slip Maintenance

Route Slip Maintenance for Request: 55188

UserCode ID	Seq	Role	Turnaround Days	Insert Level?	
spuddy	6	Information Only		Yes <input type="radio"/> No <input type="radio"/>	<input type="button" value="Add"/>

Main Menu
Request Menu
Help
Tools
Logoff
Test database version
Posted On: 8/23/2003 10:23:00 AM
CssWeb version 0.80.1

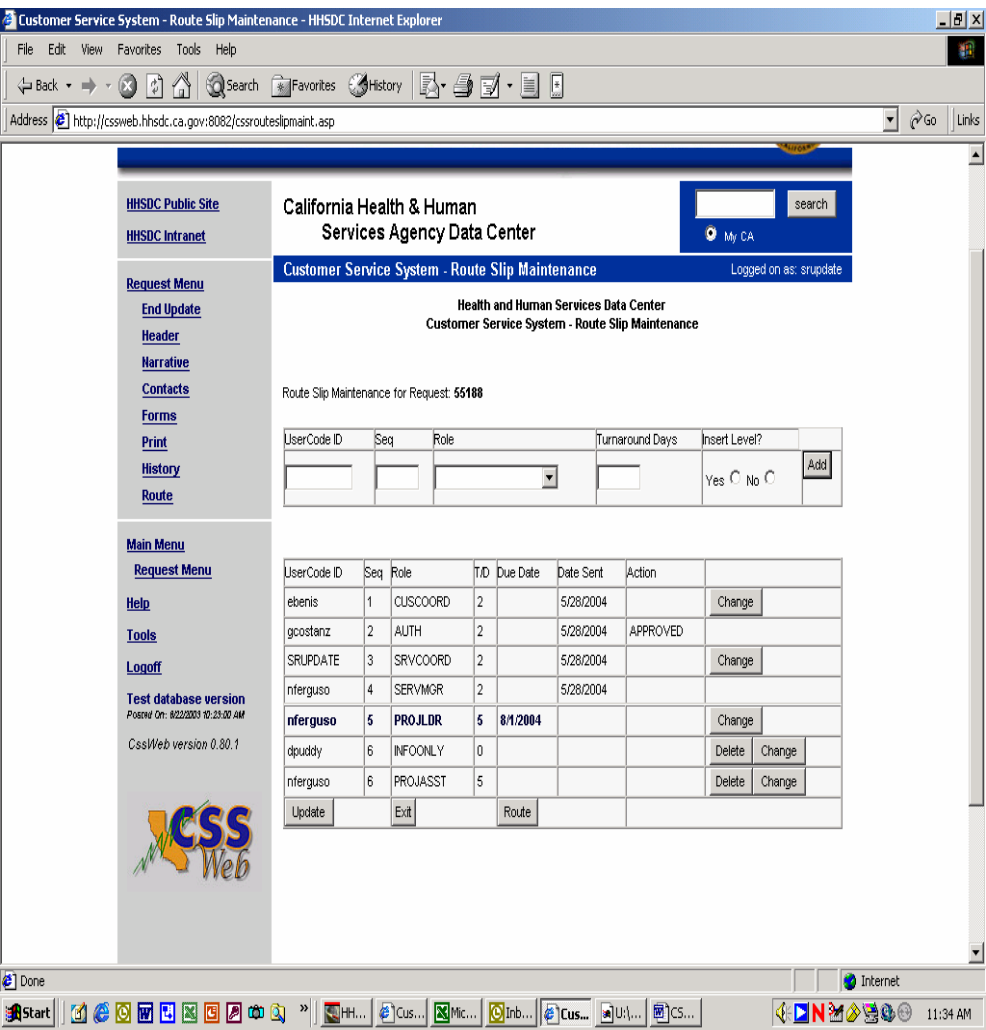
CS Web

UserCode ID	Seq	Role	T/D	Due Date	Date Sent	Action
ebenis	1	CUSCOORD	2		5/28/2004	<input type="button" value="Change"/>
gcostanz	2	AUTH	2		5/28/2004	APPROVED
SRUPDATE	3	SRVCOORD	2		5/28/2004	<input type="button" value="Change"/>
nferguso	4	SERVCMGR	2		5/28/2004	
nferguso	5	PROJLDR	5	8/1/2004		<input type="button" value="Change"/>
nferguso	6	PROJASST	5			<input type="button" value="Delete"/> <input type="button" value="Change"/>

Done Internet

Start HHSD... Cust... Micro... Inbo... Cust... U:\C... CSS ... 11:27 AM

Once you click the add button, the screen will look like this:

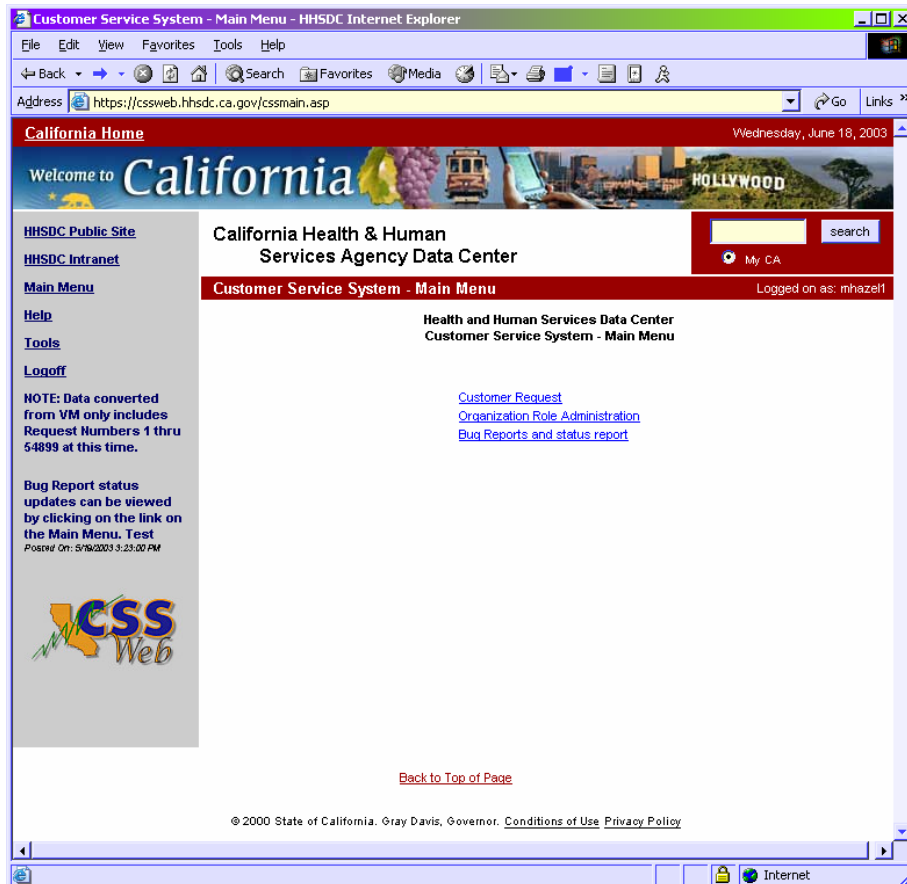


Now, you are able to route like you normally would.

Customer-Side Organization Role Administrator

The customer-side Organization Role Administrator can provide security or permission clearance for the Customer Coordinator roles. This role can be on both the “customer side” and the “service side.” You can find out who has permission to perform this role by contacting Customer Services.

The below screen will open when logging in as a customer Organization Role Administrator.



You will be able to modify the accounts for your department by clicking on the Organization Role Administration link. The below screen will open.

CSS Web - Organization Role Administration Page - HHSDC Internet Explorer

Address: <https://cssweb.hhsdc.ca.gov/login/cssroleadminmenu.asp>

California Home Wednesday, June 18, 2003

Welcome to **California**

HHSDC Public Site
[HHSDC Intranet](#)
[Main Menu](#)
[Help](#)
[Tools](#)
[Logout](#)

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.

Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test Passed On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center

CSS Web - Organization Role Administration Page Logged on as: mhazel1

User Account Database

Number of users logged on: 3

[Click here to add a new user account](#)

		Name	User ID	OrgAcz	Last System Login	Expiration
Delete	Edit	Benis, Elaine	ebenis	DUT	6/17/2003 1:44:00 PM	12/31/4000
Delete	Edit	Costanza, George	gcostanz	DUT	6/9/2003 1:14:00 PM	12/31/4000
Delete	Edit	Hazel, Maryann	mhazel1	DUT	6/18/2003 8:40:00 AM	12/31/4000
Delete	Edit	Kramer, Cosmo	ckramer	DUT	6/9/2003 1:14:00 PM	12/31/4000
Delete	Edit	Puddy, David	dpuddy	DUT	6/17/2003 1:46:00 PM	12/31/4000
Delete	Edit	Seinfeld, Jerry	jseinfel	DUT	6/9/2003 1:13:00 PM	12/31/4000
Delete	Edit	Seinfeld, Morty	mseinfel	DUT	6/16/2003 3:45:00 PM	12/31/4000

[Click here to add a new user account](#)

Note: Names in **Bold** have admin rights

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To modify an account, click on Edit and the below screen will open.

CSS Web - Organization Role Administration Page - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Address: <https://cssweb.hhsdc.ca.gov/login/cssroleadminmenu.asp?> Go Links

California Home Wednesday, June 18, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
[HHSDC Intranet](#)
[Main Menu](#)
[Help](#)
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[Logoff](#)

NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.
Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center My CA search

CSS Web - Organization Role Administration Page Logged on as: mhazel1

User Update

Number of users logged on: 3

User Code: ebenis

User Name: (Last First) Benis, Elaine Required

Password: Required

Email: ebenis@dut.ca.gov Required

Expiration Date: 12/31/4000 (mm/dd/yyyy) Blank or 12/31/4000 for Never Expires

Organization: DUT

Work Unit: Self Help

Position: The girl

Work Phone: (916) 555-4444 Ext:

Fax: (916) 444-5555 Ext:

ATSS: Ext:

CalNet: Ext:

Pager: Pager Instructions (Y/N/C)

Additional Info:

Allowed roles: ☒ Cust. Request Coord.

[Update](#)

[Back to Top of Page](#)

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Internet

Click the Update button to save your changes.

To add a new user,

- Click the **Click here to add a new user** and the below screen will open.
- Fill in the required fields and click **Add Account** to save the new user ID.

CSS Web - Organization Role Administration Page - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Address: <https://cssweb.hhsdc.ca.gov/login/cssroleadminmenu.asp?> Go Links >>

California Home Wednesday, June 18, 2003

Welcome to **California** HOLLYWOOD

HHSDC Public Site
HHSDC Intranet
Main Menu
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NOTE: Data converted from VM only includes Request Numbers 1 thru 54899 at this time.
Bug Report status updates can be viewed by clicking on the link on the Main Menu. Test
Posted On: 5/16/2003 3:23:00 PM

CSS Web

California Health & Human Services Agency Data Center search
My CA

CSS Web - Organization Role Administration Page Logged on as: mhazelf

MyLogin Add User

Number of users logged on: 3

User Name: (Last, First) Required
UserCode: Required
Password: Required
Email: Required
Expiration Date: (mm/dd/yyyy) Blank or 12/31/4000 for Never Expires
Organization: DUT
Work Unit:
Position:
Work Phone: Ext:
Fax: Ext:
ATSS: Ext:
CalNet: Ext:
Pager: Pager Instructions (Y/N/C)
Additional Info:
Allowed roles: ☐ Cust. Request Coord.

Add Account

[Back to Top of Page](#)

Done Internet

Forms in CSS

Forms in CSS are dynamic. The forms will change with additional text fields depending on the options you select and may not necessarily be included in this document. If you have questions regarding the forms, you may contact Customer Services.

SNA Equipment/Communication Changes

FileEditViewFavoritesToolsHelp

Back

Forward

Stop

Search

Favorites

Media

Print

Home

Internet

Addresshttp://cssweb.hhsdc.ca.gov:8082/cssformsnacomm.asp?FrmType=Web&ReqNo=55178&nextprog=GoLinks

CUSTOMER REQUEST SYSTEM

SNA/Communications Form

Request Number: 55178 - Calstars access through Teale

Equipment: Please check all that apply:
Acquire Equipment☒ Move Equipment☐ Terminate Equipment☐

Data Circuit:
No Change to Circuit☐ Terminate existing Circuit☐ Relocate Existing Circuit☐
Upgrade Existing Circuit☐ Install New Circuit☐

SNA Equipment or Communications

EQUIPMENT TO ACQUIRE (Lease or Purchase)

LP	QTY	Model Number	Description, Features (Use MRA Line# if available)

SYSTEM ENVIRONMENT
TSO☐ RJE☐ EXCOM☐ VM/CMS☐ CICS☐
Specify CICS Regions (if CICS is marked)

Other

DATABASE
Specify Database Monitors:

SERVICE SITE TO
Circuit Number
Existing Line ID
Existing Controller Model #
Controller Serial #
Controller System ID

Office
Address
In Building Location
City
Zip
Site Contact
Alternate Site Contact

Phone
Phone

NextExit without savingSave and exitDelete

DoneInternet

If you chose to **Relocate** or **Terminate** equipment, fill in the appropriate information in the **Equipment To Move** or **Equipment to Terminate** area.

The screenshot shows a web browser window titled "Customer Request System - SNA/Communication Form - HHSDC Internet Explorer". The address bar displays the URL: <http://cssweb.hhdc.ca.gov:8082/cssformsnacom.asp?FrmType=Web&ReqNo=551788nextprog=>. The main content area is titled "SNA Equipment or Communications" and contains two sections: "EQUIPMENT TO MOVE" and "SERVICE SITE FROM".

EQUIPMENT TO MOVE

Model Number	Description	Serial No.

SERVICE SITE FROM

Circuit Number

The browser's status bar at the bottom shows "Done" and "Internet".

Additional instructions:

1. **Communication Permissions:** This field is not required if you are terminating equipment, however if you are moving/relocating, installing or upgrading equipment, you must select one of the buttons.
 - a. If you select Permission NOT granted to the telephone company, an additional area will open at the bottom of the form. The building owner will take responsibility to extend the in-building data circuit cabling. The owner of the building is responsible to maintain and support the extended in-building data circuit cabling.
 - b. If the site will have a different area code, fill in the appropriate text box.
 - c. Answer whether the new building is currently under construction. If yes, enter the estimated date that power will be supplied to the Telco closet.
2. If you chose **Upgrade Existing Circuit**, fill in the requested line speed. All other fields should be filled in as seen on the previous page.
3. If you chose **Install New Circuit** fill in the requested line speed. All other fields should be filled in as seen on the previous page.

Software Form

The software form is used by customers to request the procurement of software. Any questions regarding this form may be answered by contacting Customer Services.

The screenshot shows a web browser window titled "Customer Request System - Software Form - HHSDC Internet Explorer". The address bar displays the URL: <https://cssweb.hhscd.ca.gov/cssformSoftware.asp?ReqNo=55094&nextprog=contacts>. The page content is titled "CUSTOMER REQUEST SYSTEM Software Form".

SOFTWARE - Required for all software acquisitions

Sole Source Justification Attached = ☐ LIMITED OFFER DATE =
FSR FACT SHEET ATTACHED (IF NO OTHER FSR IS APPLICABLE) = ☐

Vendor: Vendor Contact:
Address: Phone #:
City: Fax #:
State: ZIP Code:

PRODUCT	PRODUCT # IF IBM	COST CENTER	CPU	COST
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

OTHER:
(PROVIDE ATTACHMENTS FOR ADDITIONAL PRODUCTS)

SOLE SOURCE NARRATIVE OR ATTACHMENT:

Buttons: Continue to Next, Exit without saving, Save and exit, Delete

Bottom status bar: Done, Internet

Request Comments

The Request Comments form is used by customers to add additional information to a Service Request.

The screenshot shows a web browser window titled "Customer Request System - Request Comments Form - HHSDC Internet Explorer". The address bar displays the URL: <https://cssweb.hhsdc.ca.gov/cssformComments.asp?ReqNo=55094&nextprog=contacts>. The main content area is titled "CUSTOMER REQUEST SYSTEM Request Comments" and contains a large yellow text box with the placeholder text "Type information here...". The browser's status bar at the bottom shows "Done" and "Internet".

Network Design Form

This form is used by HHSDC Staff.

The screenshot shows a web browser window titled "Customer Request System - HWDC Network Design Form - HHSDC Internet Explorer". The address bar displays the URL: <https://cssweb.hhsdc.ca.gov/cssformHWDCNetworkDesign.asp?ReqNo=55094>. The page content is titled "CUSTOMER REQUEST SYSTEM Network Design Form".

Below the title, it says "HWDC NETWORK DESIGN FORM". There are two radio buttons: "New Router" (selected) and "Change Router".

The form contains several input fields:

- Address: [text box]
- Room #: [text box]
- City: [text box]
- Zip: [text box]
- Contact: [text box]
- Phone: [text box]
- Site Description: [text box]

Below these fields, there are more input fields for router specifications:

- Router: Model [text box] # of IP Addresses needed: [text box]
- # of Serial Ports: [text box] # Token Ring Ports: [text box]
- # of Ethernet Ports: [text box] # of Async Ports: [text box]
- # of BRI Ports: [text box] # of PRI Ports: [text box]
- # of FastEthernet Ports: [text box] # of Other: [text box]

The next section is titled "Router Port/LAN information".

Below this, there is a section titled "SERIAL". It includes:

- Speed: ☒ 56 KB ☐ T1 ☐ Other(Specify) [text box] Requested CIR [text box]
- Port Assignments: (DSU or CNTL - Include VTAM ID if available)
- S0 [text box] S1 [text box]
- S2 [text box] S3 [text box]
- Controller Interface Type: ☒ V.35 ☐ RS232

The next section is titled "ETHERNET". It includes:

- Existing IP Address: [text box]
- Cust. Provided IP Addr: [text box]
- # of IP Addresses Needed: [text box]

The bottom of the browser window shows the status bar with "Done" and "Internet" icons.

This form is continued on the next page.

Customer Request System - HWDC Network Design Form - HHSDC Internet Explorer

File Edit View Favorites Tools Help

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Address <https://cssweb.hhsdc.ca.gov/cssformHWDCNetworkDesign.asp?ReqNo=55094> Go Links

ETHERNET

Existing IP Address:

Cust. Provided IP Addr:

of IP Addresses Needed:

Media Type

☒ UTP/10BaseT
 ☐ Thick/10Base5
 ☐ Thin/10Base2
 Other

Ethernet Protocol:

☐ IP TCP/IP
 ☐ SNA IBM
 ☐ IPX Novell

InternalNet #: ExternalNet #:

IPX Encapsulation:
 ☐ SNAP
 ☐ ARPA
 ☐ SAP
 ☐ HDLC
 ☐ NOVELL -ETHER
 ☐ Other Protocol:

VLAN #:

Connecting to Ethernet Port:

☒ Hub
 ☐ Switch
 ☐ Gateway
 ☐ Bridge
 ☐ Ethernet Controller

TOKEN RING

Existing IP Address:

Ring Speed:
 ☒ 4MB
 ☐ 16MB
 ☐ Early Token Release

Token Ring Protocol:
 ☒ IP TCP/IP
 ☐ IPX Novell

Desired APPLICATIONS/REGIONS to access:

Applications/Host IP Address LAN or WAN ☐ ☐

Comments:

Done Internet

Client Network Specification Work Sheet

This form is used by DOF-CALSTARS only.

The screenshot shows a web browser window titled "Customer Request System - Client Network Specification Worksheet Form - HHSDC Internet Explorer". The address bar displays the URL: <https://cssweb.hhsdc.ca.gov/cssformClientNetworkSpec.asp?ReqNo=55094&nextprog=contacts>. The form content is as follows:

CUSTOMER REQUEST SYSTEM
Client Network Specification WorkSheet

STEPHEN P. TEALE DATA CENTER
CLIENT NETWORK SPECIFICATION WORKSHEET
Hardware/Software Installs

Agency Code: Date: Teale Client Rep:

Submitter's Name PHONE:

A. Action Type:

New Service ☐

Existing Service: Reconfigure ☐ Relocate ☐ Upgrade ☐ Disconnect ☐ Other ☐ Other Desc:

Network ID:

B. Network Information:

Control Unit Vendor: Model Type:

Line Type: DIAL ☐ MULTI ☐ MUX ☐ DED ☐ Other ☐ Other Desc:

Line Speed: 2.4 ☐ 4.8 ☐ 9.6 ☐ 14.4 ☐ 19.2 ☐ 56.0 ☐ Other ☐ Other Desc:

Protocol: Async ☐ Bisync ☐ SNA ☐ BSC/RJE ☐ SNA/RJE ☐ Other ☐ Other Desc:

C. Installation Address:

Client Site Address: Floor: Rm/Ste:

City: Zip Code:

Site Contact: Phone:

D. Remarks:

Teale Use Only

S.R.# Date Recieved Analyst

E. GEN Information:

Done Internet

This form is continued on the next page.

Customer Request System - Client Network Specification Worksheet Form - HHSDC Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Address <https://cssweb.hhsdc.ca.gov/cssformClientNetworkSpec.asp?ReqNo=55094&nextprog=contacts> Go Links >>

D. Remarks:

Teale Use Only

S.R.# Date Received Analyst

E. GEN Information:

Requested GEN Date: Network ID:

Action Code	Net Name	CICS Termid	Model Type	LU ADDR	Mult Session	Application(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Action codes

AA-Add Application	CM-Change Model Type	DR-Delete RJE
AC-Add Cluster	DA-Delete Application	NL-New Line
AD-Add Device	DC-Delete Cluster	RC-Reconfigure Cluster
AR-Add RJE	DD-Delete Device	OT-Other

Applications

CICS1	NATCICS	TRAMS(DOT)	DPS(print application)
CICS2	PMISMON	SCOPROD(SCO)	RSCS(VM printing access)
CICS3	CICS6(DMV)	SCOTRNG(SCO)	OV/VM(profs printer access only)
CICS4	SCOPE		AFP/PSF(print application)
CICS7	TDCICIS		ESF(print application)
			PSRSCS(PS1 printing access)

Continue to Next Exit without saving Save and exit Delete

Done Internet

Equipment Purchase Summary

CUSTOMER REQUEST SYSTEM
Equipment Purchase Summary Form

EQUIPMENT PURCHASE SUMMARY:

DPSR:

QTY	Description	Model#	Catalog#	Unit Cost	Total Cost
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00
0				\$0.00	\$0.00

Install. Charges: x \$0.00

Delivery Address:

Contact:

Phone:

ACCT Code:

Alternate Contact:

Phone:

Subtotal \$ \$0.00

Tax 7.75 % \$ \$0.00

Total Cost \$ \$0.00

Continue to Next Exit without saving Save and exit Delete